



BEAT **NETFLIX** RESTRICTIONS

Issue 389

WebUser

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**Watch TV & films
blocked in the UK**
(using new software that
won't be free for long) **p57**

FIX **WINDOWS** ERROR MESSAGES

The 34 most common PC errors – SOLVED! p38

Windows XP, 7, 8 and 10 



- Program not responding – FIXED
- Runtime error – FIXED
- Access denied – FIXED
- Fatal installation error – FIXED
- File is missing – FIXED

+ What all these error codes mean: 0x80073712 – 0x80200056
0x800F0923 – 0xC1900208 – 0x50012/0x80070070 – 0x80070005

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WINDOWS 10
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Don't let errors rule your life

If you're superstitious like me, a single magpie can spoil your whole day. A peaceful walk in the park on a crisp winter morning can quickly devolve into a frenzied panic of scrabbling through bushes and shaking passers-by, screaming: "Where is it? Where's the other one?!", in a desperate attempt to stave off the inevitable bad luck.

I feel much the same about Windows error messages: everything's working fine, life is good and then you're suddenly confronted by the horrible news that a "DLL file is missing" or "Access is denied". Fortunately, there are easy ways to deal with such crises

other than unbridled hysteria and, in this issue's cover feature on page 38, we explain how to solve Windows woes and what those baffling warnings actually mean.

Also in this issue (on page 48), we look at another tech headache – when your contacts and messages don't all copy correctly from your old phone to your new one – and tell you how to fix that, too. Web User: 2, Magpies: 0!

Robert Irvine
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[#webuser](#)



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27 JAN - 9 FEB 2016

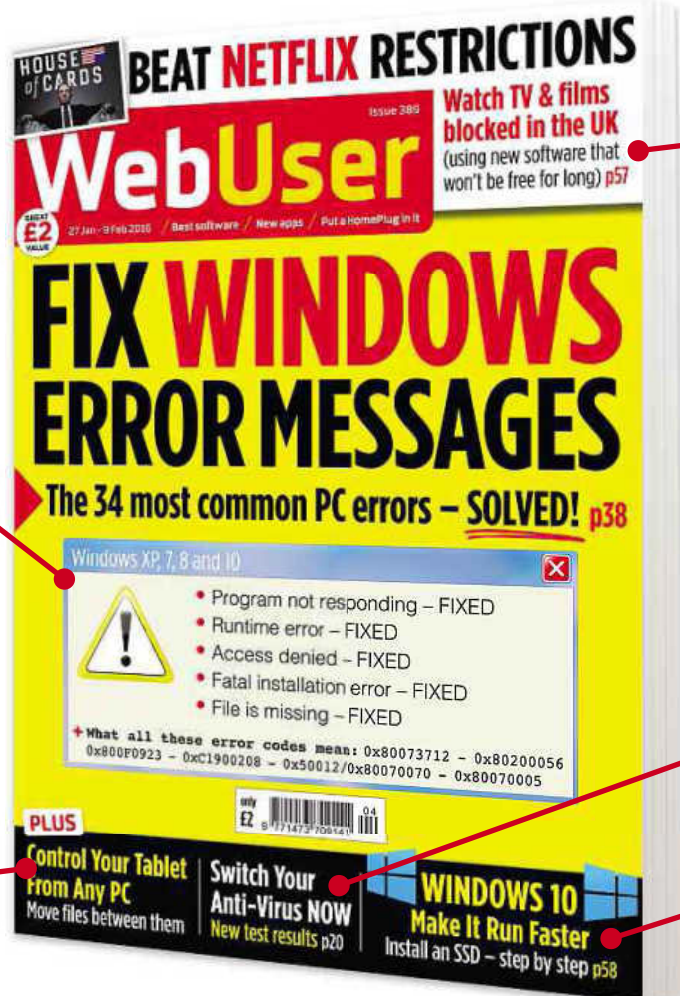
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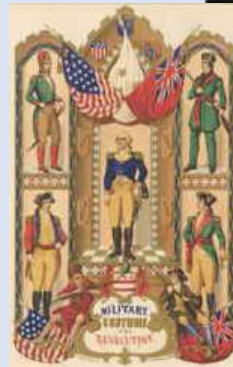
What's New Online

Browse and keep historical images

When a major public library releases huge numbers of maps, posters, ancient texts, drawings and manuscripts online, it's always a cause for celebration, and the New York Public Library (NYPL) has done just that, gifting the internet more than 180,000 high-resolution images and allowing them to be used without restriction.

You can search through these and 500,000 more digitised items in the collection using keywords, or scroll down and view the recently added images and collections. But you may find it easier to go to the lovely range of public domain picks where you can see images of a changing New York or view the Renaissance and Medieval Manuscripts collection.

Each image comes with details of the artist and the date created, and can be downloaded in various sizes. Check out the interesting ways the NYPL Labs team has experimented with the content, too. One amazing



visualisation

lets you browse by century, genre, collection or colour and is well worth playing around with.

If you keep an eye on the blog at bit.ly/nyp1389, you can discover more about the fascinating stories behind certain collections. This is also the place where new projects will be announced: the library is looking for



people to think up new ways of presenting the public-domain materials as games and interactive content, so there should be exciting things ahead. Just don't lose track of the time when you visit the site: with this little lot you could be sitting in hushed silence for hours.

digitalcollections.nypl.org

Get behind musical lyrics with Spotify



www.spotify.com/uk

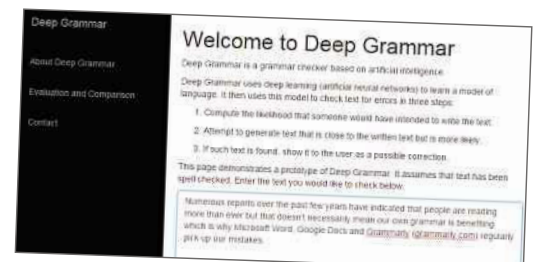
In the face of intense competition from newcomer Apple Music, 10-year-old Spotify is continuing to wax lyrical about its own streaming service and is unleashing some neat new features. The latest is a collaboration with the music-lyric annotation site Genius, which is bringing its so-called Fact Track to the iOS version of Spotify. As well as automatically showing you the lyrics to the songs you're listening to, it offers interpretations for greater appreciation of the music, as well as stories and trivia. Behind The Lyrics is limited to Hip Hop and Hits playlists at the moment but should expand its repertoire soon.

Test your text for errors using AI

www.deepgrammar.com

Numerous reports over the past few years have indicated that people are reading more than ever, but that doesn't necessarily mean our grammar is benefiting, which is why Microsoft Word, Google Docs and Grammarly (grammarly.com) regularly pick up our mistakes. They're not perfect themselves, though, and often fail to understand context.

That's where Deep Grammar comes in. Using deep learning, and allowing you to adjust the sensitivity, the site examines text to decide how likely it is that it was written as intended, and then tries to generate a more likely text for the user. It's not always accurate, it can be slow and it only examines the first sentence or two but then it is still a prototype. Creator Jonathan Mugan explains the development process at www.deepgrammar.com/evaluation.



We highlight 10 of the most amazing and amusing things you can do on the web this fortnight

Watch an A to Z of the Wizard of Oz

bit.ly/wizard389

As if *The Wizard of Oz* wasn't bonkers enough, coder Matt Bucy has recut the film so that every word uttered is placed in alphabetical order. The result is truly mind-bending but also rather mesmerising, and the reordered movie bursts with energy. Probably one to watch in short bursts though – it can be a tad dizzying.



Ride a virtual model railway



bit.ly/railway389

Google's Street View crew has fixed a tiny camera to a modified model train and bus to give people a 360-degree tour of the Miniatur Wunderland model railway in Hamburg (which you can find out more about at www.miniatur-wunderland.com). Built by twins Gerrit and Frederick Braun, it's the largest of its kind in the world, with a track that's eight miles long. You can visit Wunderland's recreation of Las Vegas and the Swiss Alps, as well as parts of Germany and Austria. The level of detail is incredible.

Unlock hidden Netflix movies

www.netflix.com

Whenever you watch something on Netflix, its prediction algorithms guess what else you're likely to want to view. In general, it usually offers more of the same but what if you want to find something completely different? There are thousands of micro-genres on Netflix, and you can find codes for them by visiting bit.ly/netflix389.

Some are rather obscure ("Suspenseful Independent Movies based on Books"), but they can also uncover some hidden gems. You can only watch them in your browser, though, not through Netflix apps.



Master Google with 154 official tips

get.google.com/tips

Even if you use Google every day, you may get the nagging feeling that you're only scratching the surface of what it has to offer. It seems the search engine giant thinks the same, which is why it's serving up a staggering 154 tips, spread across five categories and 20 products, ranging from Android to Gmail. All the tips are concise and accompanied by a screenshot, although



you may have read many of them already in this very magazine!

5 TO FOLLOW ON TWITTER



[@thexfiles](https://twitter.com/thexfiles)

A new six-episode comeback of popular sci-fi show *The X-Files* is coming to Channel 5 in February

[@twittergaming](https://twitter.com/twittergaming)

Twitter's new gaming account brings attention to the latest games-related news and opinion

[@angelmeadowbook](https://twitter.com/angelmeadowbook)

Delve into Victorian Britain's most savage slum

[@apod](https://twitter.com/apod)

Ignore the light-polluted skies and enjoy a daily astro pic instead

[@VeryLonelyLuke](https://twitter.com/VeryLonelyLuke)

This parody Luke Skywalker account ties with Emo Kylo Ren (@kyloR3n) for *Star Wars* laughs



Become a Lego figure

funky3dfaces.com

Send this website two photos of yourself – one front-facing and one side-on – and, for £29.99, it will produce a tiny, 15mm 3D-printed version of your head that can sit on top of any Lego figure's body.

Make group video calls

www.skype.com

Skype is now allowing its 750,000 smartphone and tablet users to make free group calls on Android, iOS and Windows 10 Mobile. It comes six years after Skype first enabled one-on-one video calling.

Produce a text-based adventure game

twinery.org/2

Interactive fiction is one of gaming's oldest genres: *Adventure* was programmed by Will Crowther in 1975. Create your own titles by downloading the Twine app or using the browser-based tool. Finished games are saved as web pages.

Don't panic: your boss *can't* read your email

What happened?

A Romanian man took legal action against his former employer for reading his private instant messages, but lost his case. This caused widespread confusion and media hysteria regarding what the ruling means for the rest of us and our privacy at work.

Bogdan Barbulescu brought the case to the European Court of Human Rights, complaining that his privacy had been breached when his employer read his personal messages on a Yahoo Messenger account. His employer had looked at the messenger logs to determine whether Barbulescu had been communicating with his family while at work and, finding that he had, fired him. The court found in the company's favour, saying that it hadn't looked at other data on his work computer, and that the Yahoo account had been specifically set up for work.

Following the ruling, headlines in the UK, from BBC News to the *Daily Mail*, claimed that private messages could now legally be read by your employer. Union bosses insisted that this shouldn't be seen as a "green light" to snoop on staff, and the head of the Institute of Directors, Simon Walker, said staff shouldn't be subject to "Stasi-style surveillance" at work.

However, it appears that the news was misreported and the European Court of Human Rights has subsequently accused the media of "misinformation".



While it didn't clarify its complaint exactly, the court stressed that bosses *don't* have the right to snoop on their employees' private messages – merely that the ruling applied to a specific case and that Barbulescu's rights hadn't been infringed in this instance.

How will it affect you?

In short, you have the right to talk to your family from work unless you've agreed to a policy that says otherwise, which Barbulescu had done. If you use your employer-supplied email address on your work laptop, you can't assume it's private, but if you send messages from your own phone or via a webmail service, you have a right to privacy.

Of course, the lines between these two situations can be vague, especially as many of us take our own laptops to work and use downtime in the office to chat to our family or friends or browse the latest posts on Facebook. That said, the court's outrage over the British headlines certainly suggests it doesn't see the law or the ruling as a green light for surveillance at work. Unless your company has a specific policy against it, logging into your Gmail account on your work computer to send a quick message is unlikely to get you into trouble. If you're concerned, check your company's HR policies and ask your boss for clarification.

What do we think?

Simply put, most employers don't mind their workers checking their emails during office hours, and it's unreasonable to ban us from doing a spot of online banking, placing a quick grocery order or sending a personal message while we're sitting at our desks. However, there's good reason why some companies need to impose more of a lockdown, especially when sensitive data is involved – you can't have WhatsApp installed on a work device if an information leak would be damaging to the company. But for the rest of us working in less sensitive roles, there's no reason not to let staff take a few moments to deal with personal matters.

It's not as if this use of office technology is something new: desk phones have always been used for personal calls, and that didn't cause the economy to collapse from lower productivity. We can't be expected to turn off our personal selves for eight hours a day and, indeed, few businesses expect that.

With that in mind, we'd like to see HR policies that not only specify what behaviour will get staff in trouble, but outline permissions for dealing with minor personal matters during office hours. If the law is this confusing, we need a clearer idea of our rights.



Even the BBC misreported the effects of the EU ruling on private messages at work

What we think of this fortnight's top tech news stories and rumours, and how they affect you

Netflix cracks down on proxy streaming

What happened?

Netflix has pledged to stop viewers using proxy tools and virtual private networks (VPNs) to bypass regional restrictions. The video-streaming service operates in 130 countries but, because of licensing agreements, it doesn't offer the same range of movies and TV series in every nation – Australians have access to only 10% of the selection available to Americans, for example. If content you want to see isn't available on your local Netflix, it's easy to use a proxy or VPN to fool the system into believing you are accessing it from the host region.

Netflix says its ultimate aim is to offer the same content everywhere, but claims that this will take time. Meanwhile, it will block proxies and VPNs. It hasn't made clear how it intends to implement this plan, though, and previous attempts to block such technologies haven't been successful. Indeed, the announcement came just days after the company suggested that it's almost

impossible to ban proxies and VPNs because users simply ditch blacklisted exit points and find new ones.

How will it affect you?

It's likely to become more difficult to use a VPN or proxy tool to watch films and shows that aren't available over here. Even if Netflix isn't serious about this change, it will have to show that it's making an effort. Hopefully, we'll soon see the results of Netflix's attempt to globalise its licensing, which means we'll get more of the content that's currently only available in the US.

What do we think?

It's unfair that Brits pay roughly the same but get less content than Americans, although this is the fault of the copyright system rather than Netflix. It's time for a change and efforts by the EU to make Europe a single digital market should help.

See our Workshop on page 57 to find out how to beat Netflix's geographical restrictions using a new tool called Smartflix.



BT approved to buy EE



What happened?

BT's £12.5bn bid for mobile operator EE has been approved by competition authorities, which means it will soon go ahead. The tie-up will make BT the largest service provider in the UK, combining its control of almost a third of the fixed-line broadband market and 38% of the landline phone market with EE's 33% share of the mobile sector.

How will it affect you?

If you're an EE customer, your contract will be shifted to BT's control once the finer details of the acquisition have been ironed out. BT customers are also likely to be offered mobile services as part of their existing package. For many people, that may be more convenient because if you already use BT and EE, you'll eventually have only one bill to pay.

It's worth noting that BT has been repeatedly criticised for poor customer service, while EE was fined £1m last year for failing to ensure that customer complaints were dealt with fairly. Moreover, mergers often have a detrimental

impact on customer service because integrating systems and staff can cause disruption.

Others are concerned that BT shelling out £7bn of the buying price in cash, rather than shares, could lead to price increases for customers. The telecoms giant expects to make some savings, but whether that's enough to cover the cost of the deal remains to be seen.

This is all speculation, though, so we'll have to wait and see if BT's acquisition of EE really is as problematic as many are concerned it will be.

What do we think?

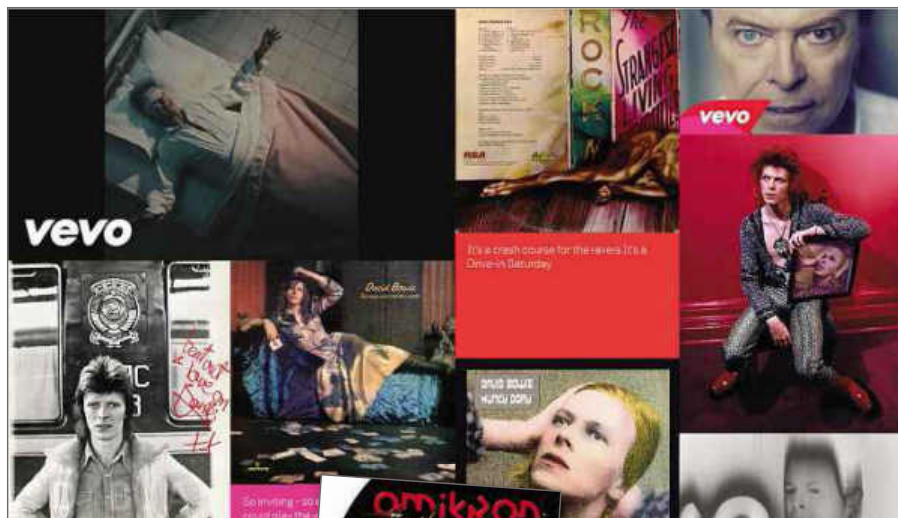
The Competition and Markets Authority approved the deal saying it doesn't believe it will "damage competition or the interests of consumers". We're less certain that's true. Rival mobile and broadband providers still remain, but this deal gives BT a huge amount of power in the market, and BT and EE's previous performance in customer service have left much to be desired.



RIP David Bowie: technology pioneer

On 10 January, the UK and the rest of the world mourned the tragic loss of David Bowie at the age of 69. Aside from his groundbreaking music, idiosyncratic fashion and unwillingness to bend to cultural mores, Bowie was also a technology visionary. Back in 1998, he launched his own dial-up internet service provider, dubbed BowieNet. For a fee of £10 per month, the ISP offered fans their own '@davidbowie.co.uk' or '@davidbowie.com' email address, and digital versions of new and rare songs, music videos and 20MB of online storage to build their own custom homepage. There was also a chat room, in which Bowie himself spent time under the tag name "Sailor". That chat room eventually evolved into BowieWorld, a 3D chat room that arrived before Second Life. BowieNet was as ahead of the times as his fashion and music, but sadly it didn't last. The ISP shut down in 2006 and he launched a more standard website in 2013 - www.davidbowie.com - which is still active today.

Of course, the ISP wasn't Bowie's only foray into technology. He crowdsourced songs by asking fans to contribute lyrics and ideas, and even wrote one using software called Verbalizer. He was also the first major artist to release a song online, 'Telling Lies' in 1996, which later appeared on his album *Earthling*. In



1997, Bowie livecast a concert over the web, although bandwidth-capacity issues at the time meant that few people could actually watch it.

A few years later, Bowie moved on to video games, starring in 2000 in *Omikron: The Nomad Soul*, in which he played a character called Boz, a revolutionary who exists entirely on a computer network.

None of these innovations occurred by pure chance, or can be dismissed as the try-anything-once behaviour of many rock stars. In interviews, Bowie

revealed his full understanding of the incredible effect the internet would have on all of us, particularly for musicians, foreseeing the problems inherent in digital distribution,

the rise of social media and what would make wearable devices work.

"I don't think we've even seen the tip of the iceberg," Bowie told Jeremy Paxman in a BBC interview in 1999, saying the internet was "going to crash our ideas about what mediums are all about". Just as the man himself did.

We'll miss you, David Bowie.



FIRST LOOK

Microsoft Display Dock
bit.ly/displaydock389

Microsoft's Display Dock is an £80 adapter that effectively turns your smartphone into a portable PC using Windows 10's new Continuum feature. At the moment, it's only compatible with the Lumia 950 and Lumia 950 XL, because you need to connect your phone to the Display Dock with a USB Type-C cable. Once connected, you can plug the device into an external monitor via an HDMI or DisplayPort output and run a desktop PC-type experience using the hardware inside your smartphone.

Along with its two display outputs, the Display Dock has three USB 2 ports for a wired mouse and keyboard. Bluetooth is also available if you want to cut down on wires. It's a



shame that none of the ports are USB 3, but you at least get one that doubles up as a charging port, so you can power another device, such as a tablet or battery pack, while you work. The USB-C connection also charges your phone, so you don't need to worry about running out of juice when you're in the middle of writing an important document. The Display Dock itself is powered via a USB-C port, with a supplied charger to match.

Unfortunately, even the Lumia 950

XL's octa-core 2.0GHz Qualcomm Snapdragon 810 chip and 3GB of RAM weren't quite fast enough to run Windows 10 completely lag-free on the big screen but, aside from this, performance was not a problem and we found working on Word documents and Excel spreadsheets was just like using a laptop.

Microsoft's Display Dock could revolutionise mobile office working - if all your basic office apps can be run off your phone, there will be no need to lug a laptop around. Of course, a fair amount of infrastructure is required before we get to the stage of simply plugging in our phones and getting down to business, but provided your workplace has the correct monitor, cables and accessories, then Continuum has huge possibilities.



WHAT'S THE RUMOUR

Will Windows 10 be the only option for PC users?

Microsoft has made an amendment to its Windows support policy, which removes support for older versions of Windows on the latest PC hardware.

This will prevent users from downgrading from Windows 10 to Windows 7 or 8.1 on computers running the latest Intel Core processors, such as Skylake. It will also cause trouble for businesses that rely on hardware, old or new, to run previous versions of Windows.

In an announcement about its new support policy, entitled Windows 10 Embracing Silicon Innovation (bit.ly/silicon389), Microsoft argued that redesigning Windows 7 subsystems for new generations of silicon processors would "introduce churn into the Windows 7 code base".

New silicon chips are on the way and Microsoft said Windows 10 will be "the only supported Windows platform" on the forthcoming Intel Kaby Lake, Qualcomm 8996 and AMD Bristol Ridge silicon processors.

Microsoft has promised to continue to support Windows 7 for security, reliability and compatibility through to 14 January 2020 on systems running on older silicon chips. Windows 8.1 will



receive the same support until 10 January 2023.

Users upgrading to selected Skylake devices this year will be able to downgrade from Windows 10 to Windows 7 or 8.1 during a limited 18-month support period, but Microsoft's decision to remove the compatibility of its older operating systems will cause concern for many of its customers.

LIKELIHOOD RATING



The lesson here seems to be: if you don't want to upgrade to Windows 10 then hang onto your current PC or buy a second-hand one. Microsoft is evidently determined to force all of us to use its new operating system, whether we want to or not.



WEBOMETER



WE LIKE...



WhatsApp drops annual subscription fee

The popular messaging service will now no longer charge its users an annual fee of \$1 and plans to make revenue by introducing tools that let you communicate with businesses.



iPhones to get a night mode

iOS 9.3 will include a new 'Night Shift' feature that dims the blue light on your device's screen so you can use it before you go to bed without disrupting your sleep patterns.



WE DON'T LIKE...



Friends Reunited is shut down

One of the first social networks to achieve popularity in the UK, with 23 million users at its height, Friends Reunited suffered at the expense of Facebook's enormous success.



Twitter service goes down

On Tuesday 19 January, millions of Twitter users were intermittently unable to access the social network and it only gave vague details of the nature of the problem.



GO

What's new on Indiegogo

Our favourite new project on the crowdfunding site

Retromixer

bit.ly/retromixer389 | From £8

Are you tired of hot taps that scald your fingers and cold taps that freeze them, when you're washing your hands, cleaning your teeth or doing the dishes? We know we are, which is why we're ecstatic to learn about the Retromixer, a simple but ingenious adapter that combines the two streams from the separate taps to deliver water at a more reasonable and adjustable temperature. It also helps you save water and energy, and is made from recyclable plastic, so it's good for the environment. The Retromixer team hopes to raise £4,000 for the project by 14 February.



Stay Safe Online

News about the latest threats and advice from security experts

SECURITY ALERT! | What's been bothering us this fortnight

WhatsApp users hit by malware

Criminals distributing malware are targeting WhatsApp users, security researchers have discovered. The malware is being distributed in emails that appear to be from WhatsApp, according to researchers at Comodo Labs, and these messages are being sent out in bulk to target as many users as possible. The most common emails are disguised as notifications from WhatsApp, claiming that a user has missed a call or received an audio recording. Users are also being sent other notifications, including a video note, so the security firm is warning WhatsApp users to be vigilant. These emails do not come from a WhatsApp email address, even though they are clearly branded as from the company, which makes them easier to identify as



fraudulent, Comodo added.
bit.ly/whatsapp389

96,000 phishing scams target Brits

The number of people targeted by phishing scams rose 21% in 2015, with reported scams growing to nearly 96,000 between November 2014 and October 2015, according to the City of London Police. The research, carried out by the force's National Fraud Intelligence Bureau as part of Get Safe Online's Think Twice Before You Act campaign, found that almost 80% of all phishing attacks were delivered by email. Phone calls, at 12%, came second, while text messages, mobile phone calls and scams by post occupied the remaining 10%. According to the research, the most common kind of phishing campaign was a BT account update, followed by a fake iTunes invoice and fraudulent HMRC tax refunds.



Suspended or blocked bank accounts and credit cards were also popular themes, and many of the emails included false attachments.
bit.ly/phishing389

LastPass flaw 'puts passwords at risk'

LastPass users could be tricked into giving away their login details because of a design flaw that has been described as "hard to fix and easy to exploit". The flaw, dubbed 'LostPass', puts users at risk of phishing attacks and is said to be capable of bypassing two-factor authentication, making it a serious security risk. Sean Cassidy, security researcher and CTO of Praesidio, a cloud-based cyber-security firm, discovered the flaw, which he has shared in a blog post and discussed at ShmooCon 2016.



bit.ly/lastpass389

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT:
Dmitry Bestuzhev,
Director of Kaspersky
Lab's Global Research
and Analysis Team
www.kaspersky.co.uk



Q Is current encryption strong enough to stop hackers reading our emails?

Evan Cross, via email

A No, standard PGP encryption doesn't solve the core problem. From a technical perspective, the

basic architectural design of email allows metadata to be read as plain text, both for sent and received messages. This metadata includes details of the sender and the recipient as well as the date a message was sent and received, subject, message size, whether there are attachments and the email client used to send the message, among other things. This is enough information to enable a targeted attacker to reconstruct the timeline of conversations and learn when people communicate with one another, what they talk about and how often they communicate. By gathering

“ Something that is encrypted today may be easy to decrypt a few years or even months later ”

this information, cybercriminals are able to learn a lot about their targets.

What's more, technologies are constantly evolving, so something that is encrypted today may be easy to decrypt a few years or even months later, depending on how strong the encryption key is and how quickly technologies develop. This scenario has caused many people to avoid email for confidential conversations. Instead, they now use

secure mobile-messaging applications with end-to-end encryption. These applications provide strong data and connection encryptions for improved security, automatically delete messages from mobile phones and communication servers after a given time, and don't store metadata. By using these methods, conversations are kept confidential, practical and safe.



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2014 BACK ISSUES DISC

The 2014 Back Issues Disc contains all 27 issues from last year, plus 6 free issues from January-March 2015!

- ★★★★★ Perfect, all the old mags in a simple-to-find order Peter Brown
- ★★★★★ Great stuff, now I can clear my stack of old mags without loss of info Colinz
- ★★★★★ Lots of interesting articles and tips Bill Daniels 1973
- ★★★★★ Easy to navigate around and clears so much shelf space JK



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★ Best New Websites

Site of the Fortnight

HISTORY

NEW

Chronas chronas.org

History buffs will love this fascinating website, which uses techniques of the future to present the past. Chronas is still in beta but it shows great promise, displaying a historical map of the world that you can cycle back to 1AD. We love its impressively complex features, which let you click the map to call up relevant Wikipedia information, and the way articles are spread across tabs to allow for deeper exploration of topics. With statistics aggregated by Ruler, Culture, Religion and Province, together with the ability to alter dimensions and view the map according to various attributes, it's fun, educational and addictive.

Our rating



RELIGION
Maps can be viewed by ruler, culture, religion and population

Aggregation by ruler

Metric	Total Area	Total Population	Go To
Ming Dynasty	3786422999999	7623802	
Spain	33301848	2652168	
Ottoman Empire	16777056999999	1667006	
Wuphai	8003384500000001	1226431	
French Empire	316254349999999	832308	
Null	0	164011	

STATISTICS

Tables show you information relevant to the time period on display

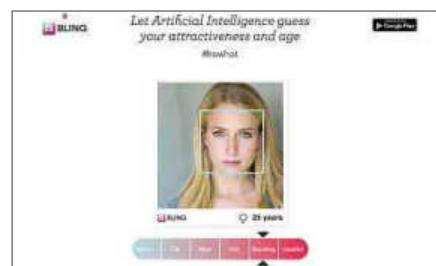


HEALTH

Sugar Smart bit.ly/sugar389

Since sugar was revealed to be sweet poison, health experts have warned against excessive consumption, but knowing how much is too much isn't all that clear. To help, the NHS's colourful Change4life website has added an informative Sugar Smart section that's jam-packed with enough facts and tips to satisfy any hunger for knowledge. We like the eye-opening mini-test that shows how much added sugar lurks in our food, and the clear daily guidelines and "Sugar swap" advice. But most of all we love the range of low-sugar recipes covering breakfast, drinks, meals and puddings. Hopefully, more tasty ideas will be added in due course.

Our rating



SOCIAL

Blinq faces.ethz.ch

They say beauty is only skin deep and this website is certainly superficial, although it's all in good fun. Upload a photograph and the site's artificial intelligence will work out your age and attractiveness, ranging from a confidence-zapping "Hmm" to a smug-inducing "Godlike". While the site is primarily a promotion for Blinq's dating apps, and the results vary depending on the image used, it seems to have struck a chord on both mainstream and social media. But it has also split opinion with some users scorning its shallow evaluation of attractiveness.

Our rating



We review this fortnight's best new and relaunched websites and rate them for content, design and features



BROWSER
Chronas draws on Wikipedia and also encourages further historical exploration

IMAGES
You can look at images relating to the map and pinpoint their locations



NEW

MOTORING

Quickco

www.quickco.co.uk

Quickco has been supplying car parts for more than 30 years and its new web presence is designed to make ordering components even easier. Just enter your car's registration number to check the company's parts database for items compatible with your vehicle. Add them to your basket and you can complete a transaction without having to register, with free delivery for orders under 10kg. As an interesting bonus, the site includes brief histories of car manufacturers including Ford, Renault and Citroen, and comprehensive descriptions of in-car entertainment systems.

Our rating



NEW

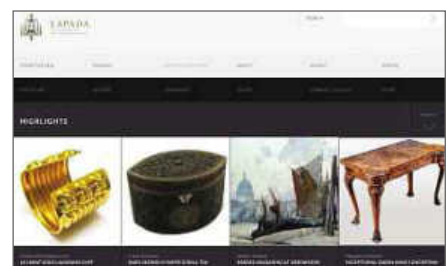
HEALTH

My Decisions

mydecisions.org.uk

Chronic ill health can strike at any time, depriving us of the capacity to make decisions about how our end-of-life treatment is carried out. My Decisions, launched by the charity Compassion in Dying, aims to help us exercise our rights. Fill in an easy-to-understand form to generate a legal 'advance decision' document recording future medical treatments you may not want. You're taken through various scenarios – including dementia, brain injury and terminal illness – to record your choices. When done, the document needs to be printed, signed, witnessed and shared.

Our rating



RELAUNCH

ANTIQUES

LAPADA

lapada.org

This content-packed antiques site is the online home of the Association of Art & Antiques Dealers. It shows forthcoming events and lists more than 8,000 items for sale, each of which is tastefully photographed and arranged into one of 16 easy-to-browse categories and eight time periods. Searching through them is simple, with a speedy search engine and a price slider that ensures you don't fall off your chair when faced with a £20,000 coin from 253BC. And if you're not sure what you're doing, there's a set of buying guides that includes full dealer contacts and profiles for every piece.

Our rating





NEW

HEALTH

Doctablet

www.doctablet.com

It's easy to head to Google when you're feeling unwell but doctors warn that self-diagnosis can be counterproductive, especially with so much misinformation on the net. Doctablet provides professionally produced videos for patients, created by US doctors. These take the form of narrated animations that breeze through topics, making light work of often complex terminology and processes. Currently there are only videos about diabetes and heart attacks, but forthcoming additions – such as one about cholesterol – are being teased with countdowns. We expect plenty more will be added if the site proves popular.

Our rating



NEW

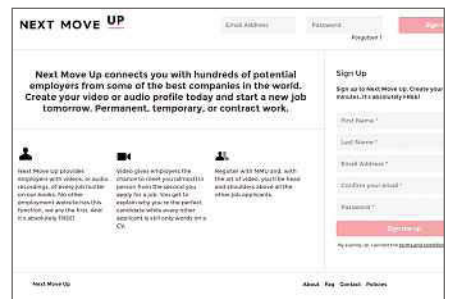
OUTDOORS

Live for the Hills

www.liveforthehills.com

Created by a group of outdoor enthusiasts in Derbyshire and Cheshire, this site still needs some air in its lungs when it comes to written content (at the time of writing there was only one blog entry). But it does have lots of utterly stunning landscape shots that are earmarked for sale in its online shop. These alone make the site worth visiting, even if they don't mask the fact that there's a mountain to climb in terms of written content. Once this materialises, you'll be able to read reviews of walker-friendly pubs and restaurants, top walks, gear and tech tests, historical features and accommodation reviews.

Our rating



NEW

BUSINESS

Next Move Up

nextmoveup.com

With Spring around the corner, it's the perfect time to seek a new challenge. Next Move Up helps people find a new job by encouraging candidates to upload their own profile video or engage in a free, recorded Skype interview posted on their behalf. By filling out a job criteria detailing minimum salary, employment type, preferred companies and locations, you can target a specific career path. Meanwhile, employers looking to fill vacancies are sent relevant videos, paying the site for successful appointments. It's a nice approach but don't expect instant results because sites like this take time to build momentum.

Our rating



NEW

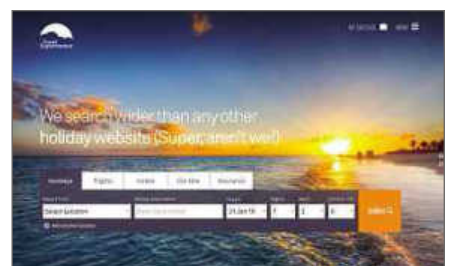
SEARCH

Oscobo

oscobo.co.uk

If you worry about your online privacy, you won't want to use a search engine that tracks your personal history and collects data about you. DuckDuckGo has been railing against such behaviour for seven years, promising never to profile users. Now, the UK-based Oscobo aims to do the same, and with a few extra tricks. As well as displaying 50 results per page, each with its own thumbnail, the site also finds relevant tweets on Twitter. It has options for web pages, video, images and news, with the latter showing more of the article than rival search engines. Best of all, we found we stumbled across useful sites that Google didn't immediately show us. It's a great start.

Our rating



RELAUNCH

TRAVEL

Travel Supermarket

www.travelsupermarket.com

Travel Supermarket's website has grown from lukewarm to sun-drenched, both in appearance and ease of use. It's added Insurance to its search tabs and now offers a handy feature called My Suitcase that lets you store and share your holiday searches for your next visit. The round-up of last-minute offers is packed with low-cost deals and the menu bar calls up pretty much every option you'd want. There's even an online travel mag. Sadly, the search option "I don't mind – inspire me!" is gone, but results appear quickly and each entry includes an attractive image and clearly states the price, and the hotel's star and review rating.

Our rating



WARNING: MORE THAN JUST A PHONE CASE



THE SHIELDX2 REPAIR & REPLACEMENT PROMISE

If your phone breaks whilst in your ShieldX2 case, we will repair or replace your phone!*

Thin, sleek and transparent, you can barely tell that it is on the phone. We have cases available for new and old phones from all major brands. Our 12 month Repair or Replacement Promise combined with the shock absorbing ShieldX2 case means that your phone is protected from things such as:

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DROP IT!



BANG IT!



SPLASH IT!



SMASH IT!



*Terms and Conditions apply
**Source: 1227 Quite Interesting Facts to Blow Your Socks Off



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Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight

Let Wix manage your diary

Online web-building software Wix (www.wix.com) has added a new tool that lets your website create and manage appointments for you. If you use your site to run a club or small business and you need to meet people or let them book into group sessions, this add-on will act as a personal assistant, even taking payments if necessary. Find out more at bit.ly/wix389.



Google moves closer to a more secure web

Google already gives a small ranking boost to websites that use HTTPS rather than HTTP,

arguing that all sites should maintain secure private connections to their users. Now Google has taken another step in its 'HTTPS Everywhere' campaign by directing its users to secure versions of websites when available. You can read more about it at bit.ly/https389. While it's taking small steps at the moment, Google seems to be ramping up its commitment to better security. Find out how to make your own site more secure by checking your host's website for its security certificates service. GoDaddy's security page is at bit.ly/godad389, for example.

Deal of the Fortnight

To get 20% off Gold Award-winning web-building software Xara Web Designer 11 Premium, order it from www.xara.com and use the code **WDPI1** during checkout.

Web-building Helpdesk

THIS ISSUE'S
EXPERT:



Alex Mace,
Applications Development Manager,
names.co.uk (www.names.co.uk)

Q What should I be adding to the HTML links of my images to help my site's SEO?

Graham Fielding, via email

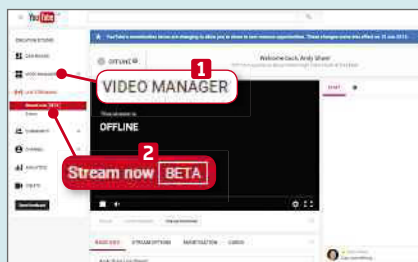
A Fill the 'title' and 'alt' attributes of your tags with text that accurately and concisely describes the content of your image. The 'title' attribute is displayed in the browser when a user hovers over an image, so you can use it as a simple title or to clarify what's in the picture. The 'alt' text appears if the image can't be displayed for some reason, and is also useful for visually impaired visitors. It helps Google determine the subject of your picture and the surrounding text. You can also include the keywords you want search engines to use to find your site, but only do this if they are relevant to the image.



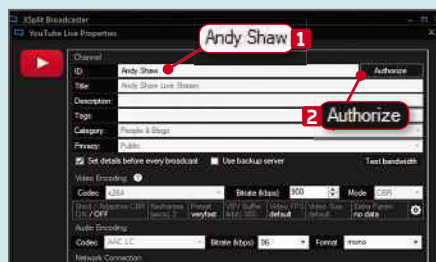
MINI WORKSHOP | Meet your site's visitors in a live YouTube video

YouTube: www.youtube.com | 10 mins | Webcam, any browser

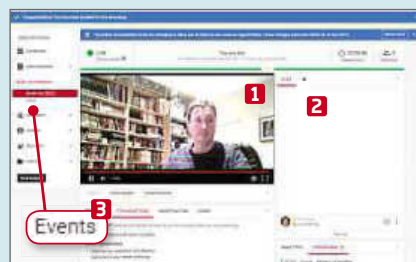
Armed with just a webcam and a YouTube account, you can interact with your visitors by hosting a live YouTube event, which lets you talk directly to your audience and answer any questions they might have.



1 From your YouTube channel, click Video Manager. **1** Click Live Streaming, then 'Stream now'. **2** Click the Get Started button. You'll need to verify your account by text message and enter the code. Your account also needs to be in 'good standing', meaning you haven't broken any of YouTube's rules.



2 Download, register and run the free version of XSplit Broadcaster from www.xsplit.com. Click the Add button, select Webcam and choose your webcam from the list. From the Broadcast menu, choose 'Add channel' and select YouTube Live. Enter your Google account name in the ID box **1** and click the Authorize button. **2**



3 The video stream from your webcam appears in the YouTube window and automatically starts broadcasting to your audience. **1** Viewers can communicate with you using the chat Window. **2** In future, if you want to announce that you'll be running a live stream beforehand, use the Events option. **3**

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Group Test

We test and compare the latest products

Antivirus software

Dennis Technology Labs monitored the performance of antivirus software throughout 2015. **Andy Shaw** collates its findings to find out which program you should use this year

Your PC is connected to the internet all the time. If you don't protect it with internet security software, hackers and viruses have free reign to access your data and use your PC to attack other vulnerable computers on the internet. The question isn't whether you should protect your PC, but how best to do it.

Choosing internet security software isn't easy. However, to make your life simpler, we've enlisted the help of Dennis Technology Labs, which spent all last year monitoring antivirus software, publishing its results in quarterly reports. Each report shows how well the software performed over the previous three months, but because most paid-for security software comes with a minimum subscription of a year, you'll want to know how well it performed over a 12-month period. This gives us a better indication of how consistent the results are and how well the software should continue to perform in the coming year.



HOW WE TESTED

Dennis Technology Labs tests two key areas of each security program: the level of protection it provides when everyday malware strikes, and whether or not the software gives 'false positive' warnings when you try to install harmless software.

Each product on test was installed on an identical PC running Windows 7.

We then directed each PC to 100 real websites, all of which were found to contain live malware on the day of testing. We recorded how each product reacted to the malware, noting any changes made to the PC's Registry or file system.

We also downloaded and installed a suite of 100 legitimate programs,

ranging from very popular software to obscure new programs. We used these to test how good the security programs are at allowing legitimate software to install without hindrance.

For more information on our testing process, visit the Dennis Technology Labs website at www.dennistechnologylabs.com.

Anti-malware protection

This chart shows which products were the best at protecting against the malware threats they were exposed to. The software can do this in two ways: by blocking the threat before it takes hold; or by detecting the malware once it's installed itself and removing it before it does any harm.

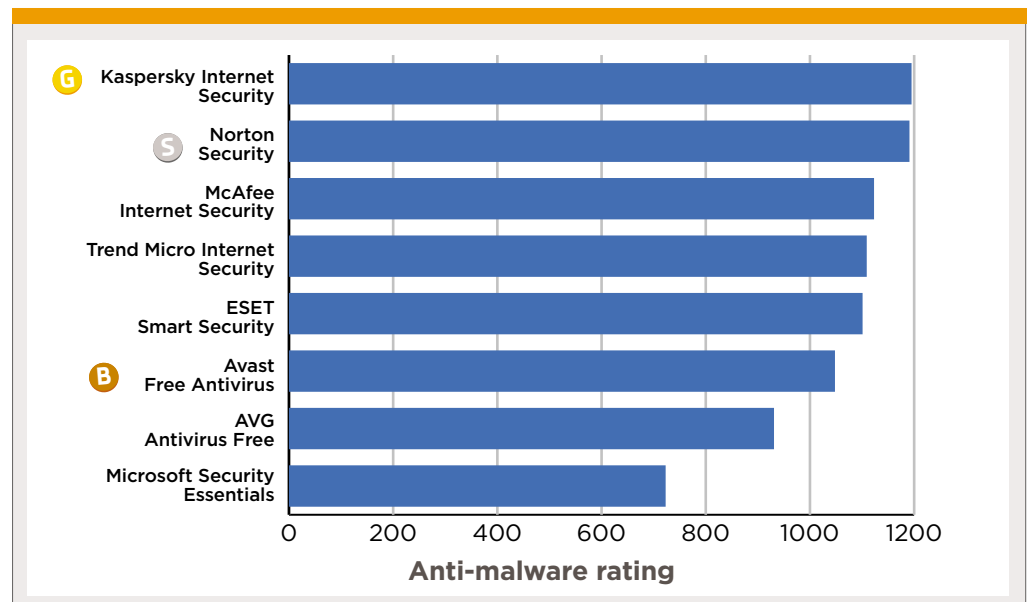
Only Kaspersky Internet Security and Norton Security were able to defend their respective PCs completely over the course of the year. Both products stopped every single piece of malware we threw at them. However, the scores are weighted according to how far the threat was able to get before it was dealt with, which pushes the score in Kaspersky's favour. Of the 400 infections we exposed the PCs to over the year, Kaspersky allowed four malware samples to install on its PC before discovering and

removing them. Norton let two more through. Both products have improved since last year. In 2014, Kaspersky missed one piece of malware entirely, while Norton missed two.

It's also worth looking at the products at the bottom of the chart. All three of the free programs tested appear in the bottom

three places, with Avast performing the best and Microsoft Security Essentials the worst. Avast might have fared better, but it had a bad period between July and September, during which it allowed nine of the 100 sites visited in the test to install malware. Microsoft Security Essentials improved its performance over the course

of the year. After letting 32 of the 100 sites install malware between January and March, the number fell in each subsequent test and, in the last test of the year, it let in just six threats. It's an improvement, but we'd need it to rival Kaspersky and Norton before we could consider it as a serious contender.



False positives

Any security software could achieve a 100 per cent success rate by blocking absolutely everything from running on your PC.

However, you wouldn't be able to do anything on it, so we place significant weight on how well the software avoids 'false positives'. A false positive is when the security software stops you installing a safe, legitimate program on your PC.

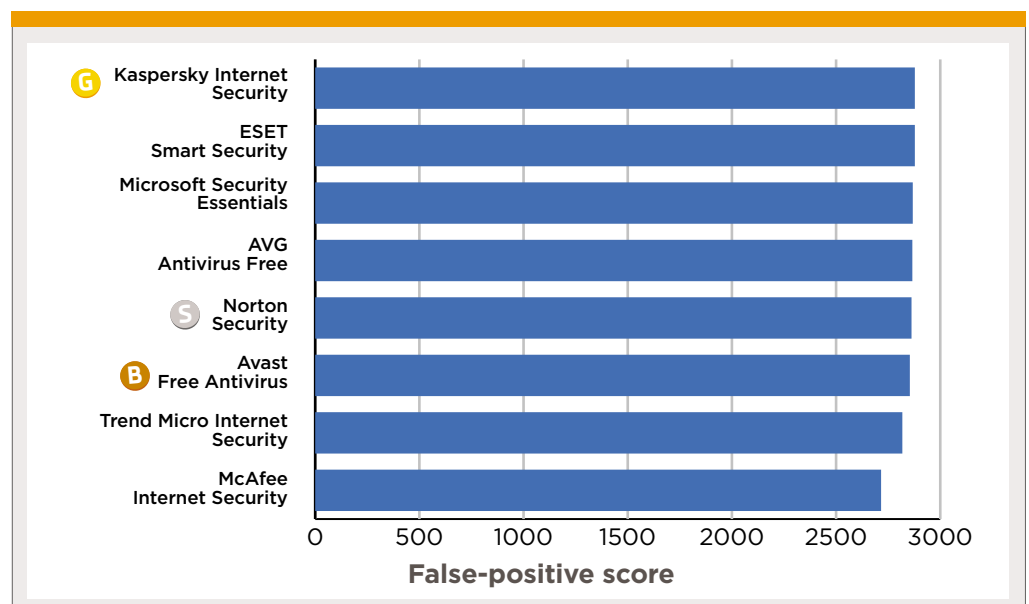
Over the course of the four tests, we attempted to install 400 safe programs in total (100 in each test). In an ideal situation, the antivirus software would recognise each as safe and let it install unhindered. If a legitimate program was blocked, we deducted points from the software's overall score. Two weightings apply here: the first distinguishes between software that blocks a program completely or just

flags it up and waits for the user to respond; the other takes into account a program's popularity, so more points are docked for blocking a popular program than a rare one.

Relatively few points were lost by any of the programs in this test, but Kaspersky

Internet Security and ESET Smart Security did the best, allowing us to install every program we tested. Microsoft Security Essentials flagged up a single program in one of the tests but didn't block it. AVG and Norton only scored a single false-positive through the whole year.

The worst performer of the free programs was Avast, which consistently blocked one legitimate program in every test. The worst offender overall was McAfee Internet Security, which blocked nine legitimate programs in total, spread across all four tests.

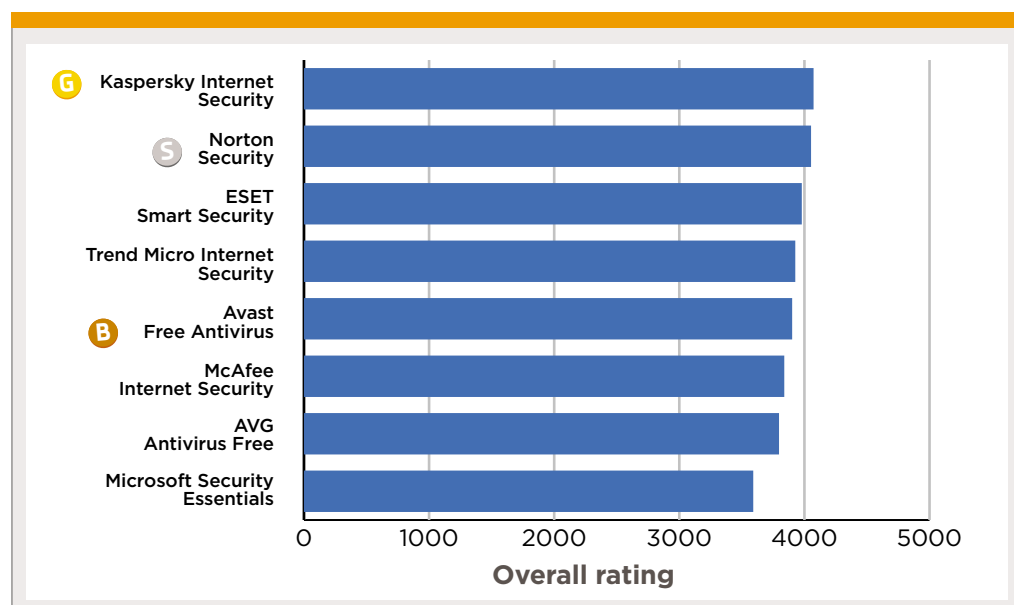


Overall ratings

Our final chart brings together each product's performance in the anti-malware and false-positive tests, and combines them into a final score.

Top of the chart is Kaspersky Internet Security, which topped our results tables last year, too. This is a phenomenal achievement, and shows that it's the safest, most reliable way to protect your PC. With no false positives and an unblemished record of protection from malware this year, we heartily recommended it.

Norton comes a very close second, but it lost out to Kaspersky on two fronts. First, it isn't quite so proactive at blocking malware before it installs, though it still managed to stop absolutely everything once it was allowed to perform a clean-up. On this basis, we'd have no qualms about leaving it to protect our PCs. It also flagged up a single false-positive, which



may not be much but it's one more than Kaspersky.

ESET Smart Security and Trend Micro Internet Security battled it out for third place but both fall some way short of the two leaders. Trend Micro was the best at stopping malware over the four tests, though it was a close-run thing. Both fall behind McAfee Internet Security in this area, though,

showing that the Intel-owned McAfee is managing to find its feet again after a difficult period of poor results in these tests. McAfee and Trend Micro's poorer performance in our false-positive tests, however, gave ESET the lift it needed to achieve third place overall.

The free programs haven't fared quite so well over the course of the year. Avast

Free Antivirus pipped McAfee to fifth place in our overall ratings but, with its anti-malware rating failing to beat any of the paid-for programs, we'd be wary of trusting a PC to its protection unless you really can't afford anything better. With AVG Antivirus Free and Microsoft Security Essentials trailing behind Avast, however, we'd still take it over these two.

	Kaspersky Internet Security	Norton Security	ESET Smart Security	Trend Micro Internet Security	Avast Free Antivirus	McAfee Internet Security	AVG Antivirus Free	Microsoft Security Essentials
PRICE (1 PC for 1 year)	£39.99	£39.99	£39.99	£49.95	Free	£59.99	Free	Free
WEBSITE	www.kaspersky.co.uk	uk.norton.com	www.eset.co.uk	www.trendmicro.co.uk	www.avast.com	home.mcafee.com	www.avg.com	bit.ly/mse389

CONCLUSION

Because of its overall performance, we've awarded our Gold Award to Kaspersky Internet Security. Kaspersky has proved rock solid when it comes to protecting your PC from the worst of the web, and performed an amazing job in our tests this year, with no viruses or other malware able to get past its robust defences.

In all fairness, the Silver Award-winning Norton is no more than a whisker away from Kaspersky's perfect record. It also stopped all the malware we tested it against, though it was slightly less ruthless than Kaspersky, letting a couple more viruses through its first line of defence. It also blocked a legitimate program, but it's still an extremely effective tool.

Although it doesn't offer as much protection as the paid-for software, we've given our Bronze Award to Avast Antivirus Free because it offers the best protection of the three free programs we tested. If you can afford it, we'd still recommend you opt for Kaspersky or Norton instead, but those on a tight budget are safer running this software than nothing at all. ■



Get great deals on Kaspersky Internet Security, Norton Security and more security software at bit.ly/shop389



Web User's Best Buys

Web User and its sister titles test over 2,500 products every year

HARDWARE

WIRELESS ROUTER

Netgear Nighthawk X4S

£259.99 from www.currys.co.uk

Date tested: December 2015



The Netgear Nighthawk X4S will boost your network, no matter what type of web connection you have. It's expensive, but built to last, and should make further upgrades unnecessary until the next 802.11 standards are launched.

KEY SPECS

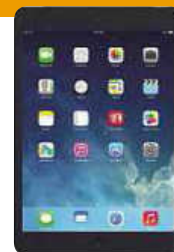
Dual-band 2.4GHz, 5GHz ■ 802.11ac ■ 2.53Gbps theoretical max speed ■ ADSL2+ and VDSL ■ 5 x 10/100/1,000Mbps Gigabit Ethernet ports ■ Dual-core 1.4GHz processor ■ 285 x 185 x 50mm ■ One-year return-to-base warranty

BUDGET TABLET

Apple iPad Mini 2

£219 from www.apple.com/uk

Date tested: November 2015



The iPad Mini 2 has a superb, slim-but-solid design and a good-quality screen. Its performance keeps up with the latest tablets, and the battery life is also impressive.

KEY SPECS

7.9in screen ■ 2,048 x 1,536 pixels resolution ■ 1.3GHz Apple A7 processor ■ 16GB storage ■ 5-megapixel rear camera, 1.2-megapixel front camera ■ 802.11n dual-band Wi-Fi ■ iOS 9 ■ 200 x 135 x 7.5mm ■ 331g

WINDOWS 10 LAPTOP

Asus EeeBook X205TA

£201 from www.tesco.com

Date tested: October 2015



The Asus EeeBook X205TA is a netbook-style laptop with a great build quality and battery life. The price is terrific, too, but you might find it a bit small and cramped because it's been squeezed into such a tiny case.

KEY SPECS

Quad-core 1.33GHz Intel Atom Z3735F processor ■ 2GB of memory ■ 32GB eMMC storage ■ 11.6in non-touchscreen ■ 1,366 x 768 pixels resolution ■ 2 x USB 2 ports ■ 802.11n Wi-Fi ■ 286 x 193 x 18mm ■ 980g ■ One-year collect and return

WINDOWS 10 PC

Chillblast Fusion Centurion

£699 from www.chillblast.com

Date tested: September 2015



The Chillblast Fusion Centurion provides the latest, most powerful components for a reasonable price. It was the fastest PC we tested and can be easily upgraded.

KEY SPECS

Quad-core 3.5GHz i5-6600K processor ■ 8GB of memory ■ 1TB hard drive ■ 120GB SSD ■ 1 x USB 3.1, 1 x USB 3 Type-C, 3 x USB 4, 4 x USB 2 ■ Gigabit Ethernet ■ 465 x 430 x 192mm ■ Three-year collect-and-return warranty inc 2-years parts

SMARTWATCH

LG Watch Urbane

£224 from www.amazon.co.uk

Date tested: November 2015



The LG Watch Urbane looks good, is simple to operate and has a great screen (if you stay out of direct sunlight). It doesn't have the full range of fitness tools, but it's ideal as a smartphone companion. It won't pair with an iPhone, though.

KEY SPECS

Android Wear 5.1 ■ Gorilla Glass 3 ■ 1.3in circular display ■ 320 x 320 pixels resolution ■ 512MB memory ■ 4GB storage ■ Bluetooth ■ 52 x 46 x 11mm ■ 67g ■ One-year return-to-base warranty

MULTI-DEVICE CHARGER

Griffin PowerDock 5

£79.95 from www.johnlewis.com

Date tested: September 2015



Griffin's PowerDock 5 lets you charge a whole household's worth of mobile devices at one time, supplying plenty of power across all five of its USB ports. It doesn't matter whether you've got five tablets or five phones, they'll all sit nicely in this dock, although you'll need to make sure that the cables don't get tangled.

KEY SPECS

Supports five USB devices ■ 2.1A output on each port ■ 200 x 130 x 80mm ■ 340g





WI-FI EXTENDER

Netgear Nighthawk AC1900 Extender

£130 from www.broadbandbuyer.co.uk
Date tested: July 2015

The Netgear Nighthawk is pricey, but it's also fast, powerful and built to last. Its advanced tools will be compatible with future Wi-Fi standards and it provides excellent performance.

KEY SPECS

AC1900 Wi-Fi ■ Dual-band ■ 5 x Gigabit Ethernet ports ■ USB 3 ■ WPA and WPA2 security ■ DLNA server ■ 252 x 174 x 31mm ■ Two-year return-to-base warranty



NETWORK CAMERA

Y-cam HomeMonitor HD

£150 from www.homemonitor.me
Date tested: June 2015

Although the HomeMonitor HD isn't the cheapest camera, it'll save you money in the long run if you want to save captured motion-detected footage online. It offers a unique online-storage option and supports a wide range of devices.

KEY SPECS

Apps for Android, iOS, Windows Phone, Roku ■ 1/4in CMOS sensor ■ Viewing angle: horizontal 80°, vertical 45°, diagonal 87° ■ 1,280 x 720 pixels resolution ■ 15fps frame rate ■ Ethernet and 802.11n Wi-Fi ■ 85 x 85 x 30mm ■ 1150g



MULTIROOM SPEAKER

Sonos Play:1

£169 from www.currys.co.uk
Date tested: March 2015

The Sonos Play:1 offers impressive audio quality and comes with excellent software and great apps that provide seamless integration with music services. If you want a speaker to use as a starting point for a home entertainment system, the Play:1 comes highly recommended.

KEY SPECS

2 x speakers ■ 802.11n Wi-Fi, 1 x 10/100 Ethernet ■ Android and iOS apps ■ Compatible with UPnP and SMB servers ■ AAC, FLAC, MP3, OGG and WAV ■ 161 x 12 x 12mm ■ 1.8kg ■ One year return-to-base warranty



SSD

Samsung 850 Pro 256GB

£136.03 from www.kikatek.com
Date tested: February 2015

The Samsung 850 Pro is crammed with new technology that makes it faster and more durable than its competitors. You could buy a similarly sized SSD for much less, but in our tests the cheaper models weren't as fast and they don't come with the 850 Pro's generous 10-year warranty.

KEY SPECS

256GB (also available in 128GB, 512GB & 1TB) ■ 53p per GB ■ SATA III interface ■ 2.5in drive case ■ 10-year warranty ■ 100 x 70 x 7mm ■ 66g



KEYBOARD

Cherry MX-Board 3.0

£55 from www.kikatek.com
Date tested: November 2014

The Cherry MX-Board 3.0 is a hard-wearing mechanical keyboard that's a pleasure to type on. It's quiet for a mechanical model but still makes more noise than a standard keyboard. It doesn't have a lot of features, but it's ideal if you're looking for a standard, good-quality keyboard.

KEY SPECS

104 keys ■ 1 x USB port ■ 1.8m detachable cable ■ 2 non-slip surfaces ■ 2 rubber caps for adjustable feet ■ 44.6 x 15.8 x 2.8cm ■ 0.83kg ■ Win-Key lock



NAS DRIVE

Asustor AS-202TE

£199.66 from www.scan.co.uk
Date tested: September 2014

This NAS drive put in an excellent performance in our tests, transferring files over our network faster than any of the other devices we tested. It has an impressive range of tools, including an HDMI output for streaming to TV.

KEY SPECS

EXT4 file system ■ SATA3 hard drive ■ 2 x 3.5in bays ■ 1 x 10/100/1,000 Ethernet ■ 2 x USB 2 ports, 2 x USB 3 ports ■ 1 x HDMI (1.4a) ■ 1 x 3.5mm mini-jack ■ 230 x 164 x 108mm ■ 1.87kg ■ Two-year return-to-base warranty



SOFTWARE & SERVICES

INTERNET SECURITY

Kaspersky Internet Security 2016

£19.99 from bit.ly/shop389

Date tested: January 2016

NEW!



Kaspersky is rock solid at protecting your PC from the worst of the web, and performed brilliantly in our tests over the last year, blocking all malware with its robust defences. Click the link above to save £20 on the software (normal price £39.99).

KEY FEATURES

Antivirus and firewall tools ■ Protects online shopping and banking ■ Identity and privacy tools ■ Dangerous-website alerts ■ Advanced parental control ■ Licences for one, three and five PCs; for one or two years, or pay monthly ■ Multi-device version ■ Compatible with Windows 10

WEB DESIGN

Xara Web Designer 11 Premium

£69.99 from www.xara.com

Date tested: November 2015



Xara Web Designer 11 is a great tool for anyone who wants a good-looking website without having to use HTML or CSS code. The interface is easy to use and the software includes all the tools you need to create flexible sites that change depending on the size of the screen.

KEY FEATURES

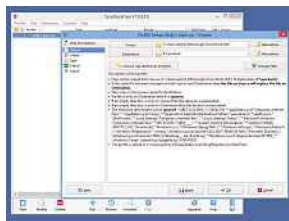
90+ templates ■ WYSIWYG design ■ Create responsive websites ■ Embed codes ■ Add HTML ■ Online editing ■ FTP uploader ■ Hosting (requires registration) ■ Browser preview (Chrome, Firefox, IE, Opera)

BACKUP AND SYNC

SyncBackFree

Free from bit.ly/syncback366

Date tested: March 2015



SyncBackFree is very capable software that gives you plenty of control over how it can be used. If you know what you need from your backups and you're prepared to spend some time configuring the options, SyncBackFree has everything you need.

KEY FEATURES

Synchronise: Copy files in both directions ■ Restore back-up files easily ■ Email logs ■ Schedule backups ■ Simple and Advanced mode ■ Runs on Windows 8, 7, Vista, and XP ■ Extensive Help documentation and support

PHOTO EDITING

Adobe Photoshop Elements 13

£81.08 from

www.adobe.com/uk

Date tested: December 2014



With its tidy interface and pop-out trays, Adobe Photoshop Elements provides everything an amateur photographer needs and helps you quickly find the right editing tools.

KEY FEATURES

Compatible with Windows XP, Vista, 7, 8+ (32- and 64-bit) ■ Bundled photo organiser ■ Content-aware edits ■ Guided edits ■ People-beautifier tools ■ RAW support

VIDEO EDITING

Adobe Premiere Elements 13

£81.08 from www.adobe.com/uk

Date tested: December 2014



Premiere Elements 13's superb interface makes its many features neat but accessible. You won't find better video-editing software for the price.

KEY FEATURES

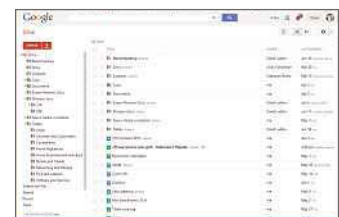
Automatic editing ■ Export to multiple video formats ■ Burn to DVD and Blu-ray ■ Image stabiliser ■ Stop-motion capture ■ Motion tracking ■ Musical scores and sound effects ■ Upload to YouTube and Vimeo

ONLINE STORAGE

Google Drive

From free from drive.google.com

Date tested: August 2014



Google Drive is easy to use and has lots of free storage. The Windows software integrates with Explorer, so saving and syncing files is like keeping them in any other PC folder.

KEY FEATURES

15GB free storage ■ Web-based office software ■ Works with Windows XP, Vista, 7 and 8+ ■ Chrome browser add-on ■ Android and iOS apps ■ 100GB extra storage for £1.19 per month; 1TB for £5.97 per month; 10TB for £59.51 per month

↓ Best Free Software

ANTIVIRUS SOFTWARE

Sophos Home

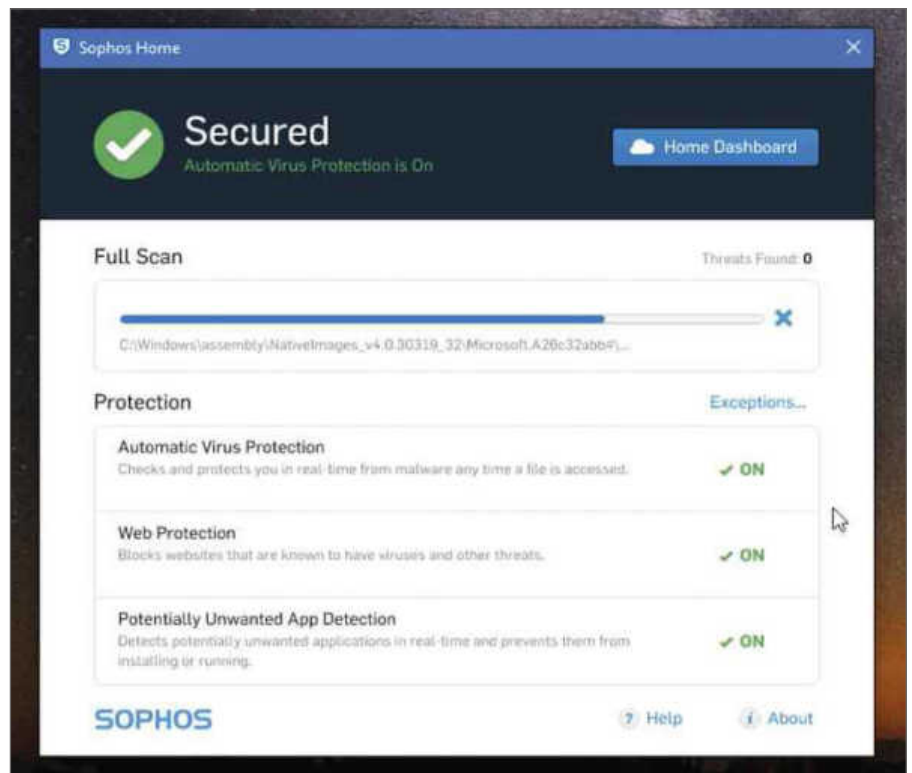
bit.ly/sophos389

Min requirements: Windows XP/
Vista/7/8+/10 or Mac OS X

File size: 14.7MB

Sophos is a well-known security firm that offers a range of powerful paid-for tools to protect your PC from various threats. If you prefer to use a free antivirus solution, the good news is that the company now offers one in the shape of the new Sophos Home. This promises to deliver “commercial-grade Sophos security” to home users, and is available for PC and Mac. It’s free for both private and non-commercial use, and can protect up to 10 computers per user.

Sophos Home is a fairly basic tool and it lacks the advanced options found in many other free antivirus products. What you do get is automatic antivirus protection that springs into life any time a file is accessed; as well as on-demand scanning, web protection and detection of potentially unwanted apps. You can toggle any of the features on or off, and view exceptions such as whitelisted (permitted) files, applications and websites. The software is also very easy to update via its system-tray icon.

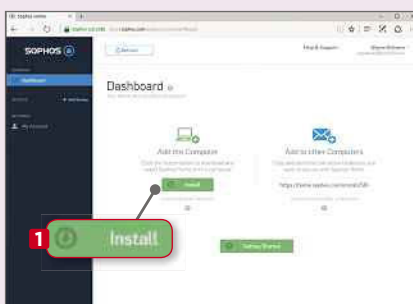


The program doesn't offer any settings beyond that, but you'll find a few configuration options on the web-based Sophos Home Dashboard. Log into your account online and, as well as getting an overview of the security status for all linked devices, you

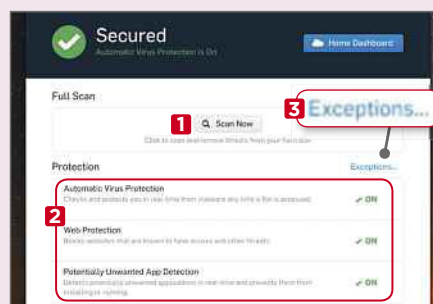
can enable and disable features, and block (or warn against) sites that offer potentially unwanted content, such as imagery of an adult/sexual nature, violence or hacking. The Dashboard is also where you can set up any exceptions to whitelist (allow) content.



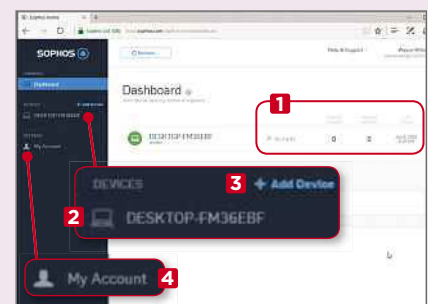
MINI WORKSHOP | Protect your PC using Sophos Home



1 To use Sophos Home, you'll first need to sign up for a free account by clicking the Get Started button on the program's website. Fill in your details and then verify your email address. Once you've logged in, you can download and install the software. **1** However, you can't run it alongside any existing antivirus protection because it will cause conflicts.

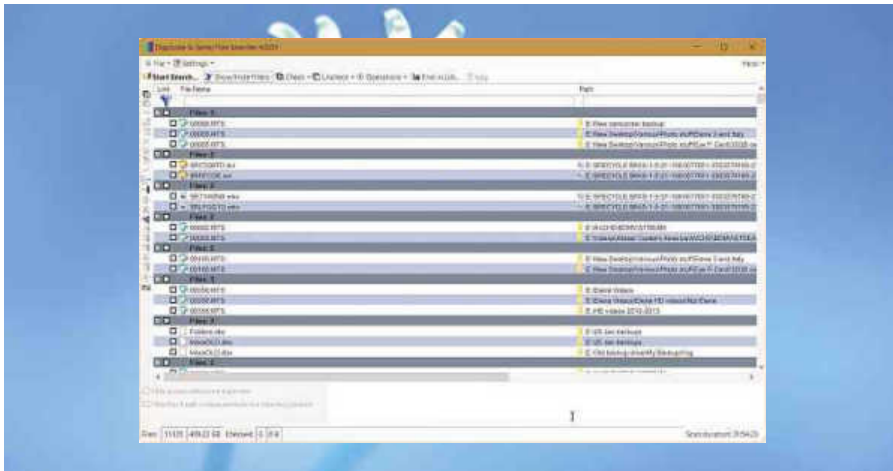


2 The interface is very basic. You can check for threats by running a full scan **1** (this can be aborted at any point in the process) and choose which protection features you require. **2** View any whitelisted items by clicking the Exceptions link. **3** Click the Home Dashboard button **4** to configure settings online.



3 The Dashboard shows your device's security at a glance, including any alerts, threats cleaned, and websites blocked. **1** Click the Device link on the left **2** to manage the security for that computer and configure its web protection. You can also add a new device here. **3** Change your email address or password under My Account. **4**

This fortnight's top new software downloads to help you make the most of your PC, and they're all FREE



FILE FINDER

Duplicate & Same Files Searcher 4

bit.ly/dupe389

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 756KB

It's easy to accrue a vast amount of duplicate files without really noticing – copies of photos, MP3s, videos, documents and so on. Duplicate & Same Files Searcher locates multiple instances of identical items, even if they have different names. You can view duplicates grouped together, and rename or delete them. The new version of the program offers improved performance and the ability to search for files based on your own criteria. It also fixes some bugs.



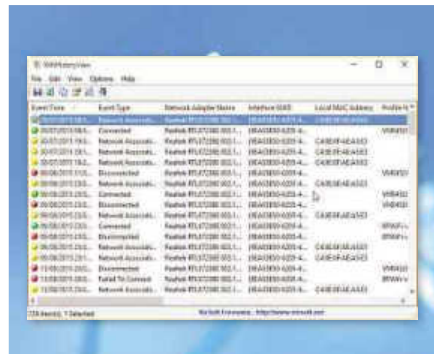
IMAGE-WATERMARKING TOOL

GFXMark Free 2

www.gfxmark.com

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 8.9MB

Photos that you share on the web can be stolen and used elsewhere without your permission. To stop this from happening, GFXMark helps protect your copyright by adding a watermark to your images that is clearly visible, but won't obscure the picture. You can add text or image watermarks, coloured borders and diagonal lines, and adapt the colour of the watermark according to the brightness of the photo.



SYSTEM TOOL

WifiHistoryView

www.nirsoft.net

Min requirements: Windows Vista/7/8+/10 **File size:** 63.2KB

The latest tiny tool from NirSoft displays the history of your computer's connections to wireless networks. Every time you connect to a network, the details are recorded, and this program lets you view the date and time, network name (SSID) and profile name of these events, and sort and export the results. There's no spying involved because the tool pulls details directly from Windows' own event logs.

New Windows Apps

Candy Crush Jelly Saga

bit.ly/ccjelly389

Min requirements: Windows 8+/10 **File size:** 51MB

The latest version of King's popular sweet-matching game introduces jelly, which you spread around the grid. There are new candies and boosters, and more than 100 levels to play.

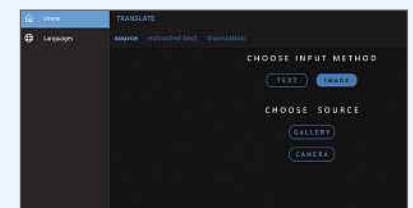


Photron Image Translator

bit.ly/photron389

Min requirements: Windows 8+/10 **File size:** 16.5MB

This app can translate text found in images – on billboards, menus or magazines, for example. It supports 21 languages, including Klingon, and can read the text aloud.



Daily Mail Online

bit.ly/mail389

Min requirements: Windows 10 **File size:** 18.4MB

The *Mail* newspaper has a hugely popular website and this app gives you easy access to its content, both online and off. There are sections for News, Celebrity & Showbiz, Science & Tech, Sport and more.



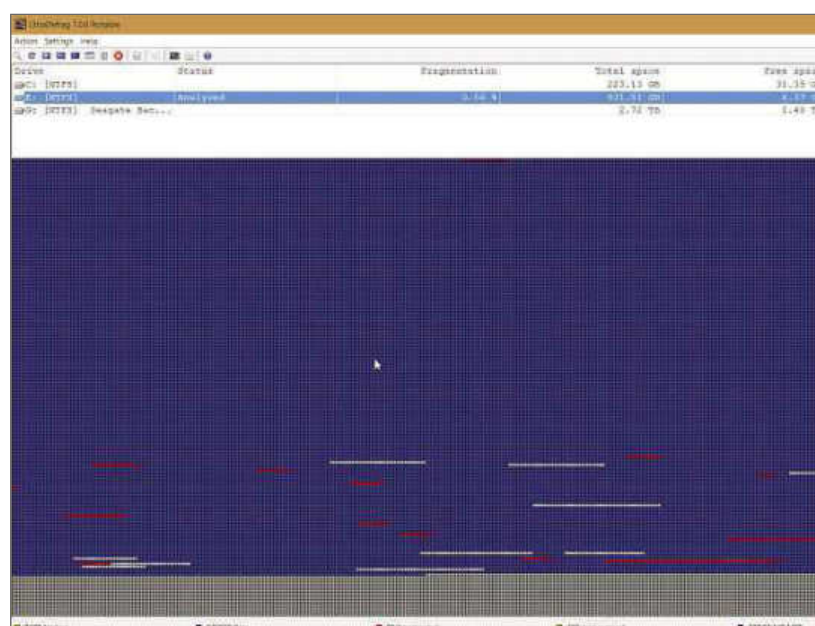
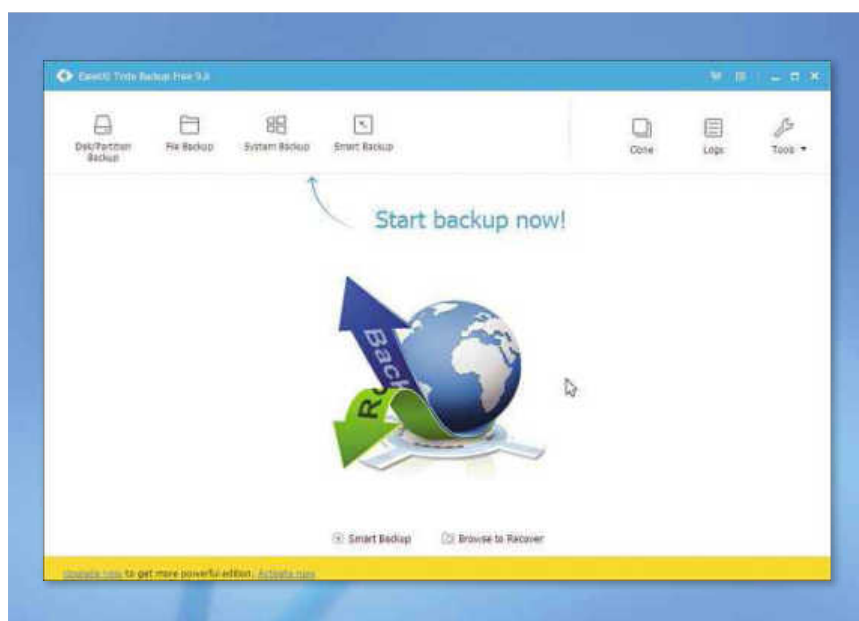
BACKUP TOOL

EaseUS Todo Backup Free 9

www.todo-backup.com

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 116MB

It's important to back up your personal files on a regular basis, and EaseUS Todo Backup Free is one of the better tools for the job. The program can back up hard drives, partitions, individual files or your entire operating system (which is handy if you're migrating to a solid-state drive). You can run full backups, or incremental or differential ones. Incremental backs up only the files that have changed since the last backup, while Differential targets those that have changed since the last full backup. The new version tweaks the interface to make it easier to use and adds support for 16TB high-capacity hard drives.



DISK DEFRAGMENTER

UltraDefrag 7

ultra-defrag.sourceforge.net

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 3.4MB

Defragging your hard drive – that is, reordering the contents into neat contiguous sections – can result in some minor speed improvements. UltraDefrag is an advanced alternative to the built-in Windows defragmenter and, as well as optimising entire hard drives, it can also defrag individual files and folders. The new version has an improved interface that's easier to use, as well as lots of tweaks to the program and its performance.

In our cover feature in Issue 386 (bit.ly/webuser386), we named the beta version of UltraDefrag 7 as one of our programs to download in 2016 and it's now available as a stable final release.

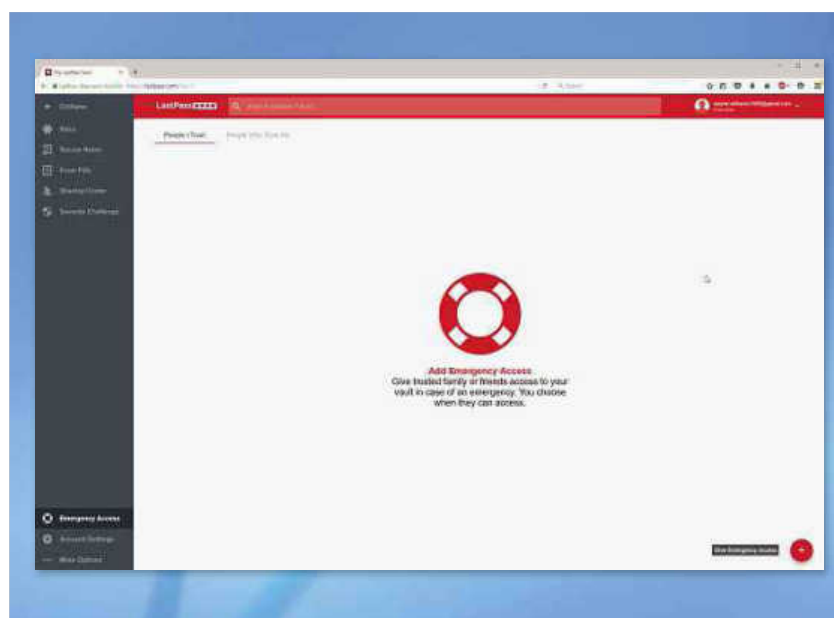
PASSWORD MANAGER

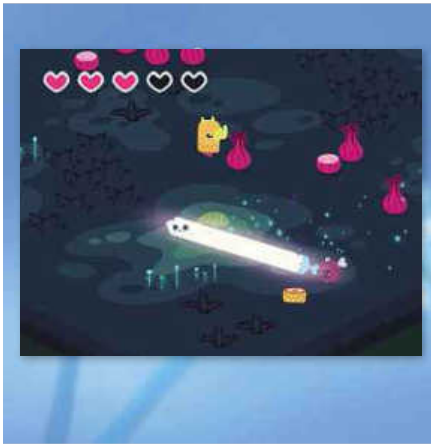
LastPass 4

lastpass.com

Min requirements: Windows XP/Vista/7/8+/10, Mac OS or Linux **File size:** 20.4MB

It can be difficult to remember secure logins, which is where password managers such as LastPass can come in handy. LastPass 4 is a major new version of the software and offers an updated design with a simpler and smarter password vault. It also introduces two useful new features – Emergency Access, which allows trusted contacts to access your passwords in the event of something bad happening to you, and a new Sharing Centre that lets you share logins securely. LastPass is available for all major platforms, including iOS and Android, and most browsers. Look out for a Workshop in our next issue.





GAME

Slash Quest

bit.ly/slash389

Min requirements: Windows XP/Vista/7/8+/10 or OS X

File size: 49.6MB

Written for a game-creation contest with the theme of “two button controls” and “growing”, the aim of Slash Quest is to guide your knight and his ever-growing sword from level to level. Use the A and D buttons to swing the sword and control the character’s movement. Swinging the sword at a statue reveals the level exit.

Don't install...

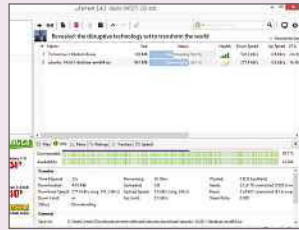
uTorrent

www.utorrent.com

Min requirements:

Windows XP/Vista/7/8+/10, Mac OS X or Linux **File size:** 1.93MB

There was a time when uTorrent was our favourite torrent software. It was small, powerful and easy to use. However, the software has changed hands and, since then, the free version loads adverts and tries to add unwanted software as you install it, which undermines any claim it had to being compact and streamlined.



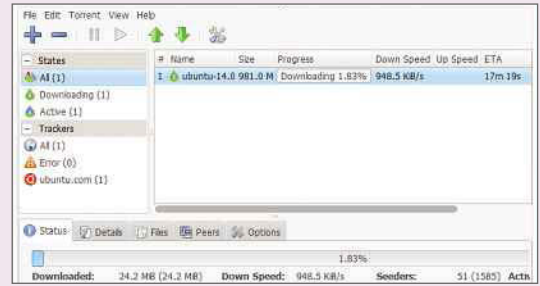
...Install this instead

Deluge

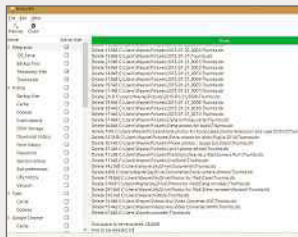
deluge-torrent.org

Min requirements: Windows XP/Vista/7/8+/10, Mac OS X or Linux **File size:** 14.1MB

Deluge puts a friendly face on torrent downloading by providing a compact and cheerful interface without too many buttons or options. Its layout is easy to work with, consisting of a list of files at the top and information about any highlighted file at the bottom. We particularly like the way Deluge lets you set up customised elements such as bandwidth restrictions before you start downloading a file, and use simple buttons to add and remove torrents, or reorder them in the queue to give them a higher priority. It's more lightweight than many rival tools and is free of bundled extras.



UPDATED | New tweaks and fixes for your favourite free programs



SYSTEM CLEANER

BleachBit 1.10

bleachbit.sourceforge.net

Min requirements:

Windows XP/Vista/7/8+ or Linux

File size: 6.4MB

BleachBit is a powerful system cleaner that removes junk files from your PC, freeing up space and potentially improving its performance. This new version fixes bugs and errors, and improves cleaning up after Firefox, Chrome and Windows 10.



INSTALLER HELPER

Unchecky 0.4.2

unchecky.com

Min requirements: Windows XP/Vista/7/8+/10

File size: 1.1MB

Unchecky stops you accidentally installing the bundled adware and toolbars that are often included with free software. The new version adds support for a wide selection of additional programs including AIMP4, ESET NOD32 and Bing Maps 3D, and improves support for other software.



ANTI-MALWARE

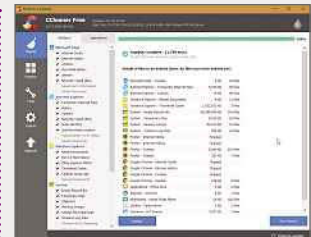
SpywareBlaster 5.4

www.brightfort.com

Min requirements: Windows XP/Vista/7/8+/10

File size: 4.1MB

SpywareBlaster protects your PC against various online threats including spyware, adware, browser hijackers and more. This updated version improves support for Firefox, Chrome and Windows 10, and also includes numerous bug fixes, optimisations and general tweaks.



SYSTEM CLEANER

CCleaner 5.13

www.piriform.com/ccleaner

Min requirements:

Windows XP/Vista/7/8+/10 **File size:** 6.5MB

Piriform's popular system-cleaning tool is updated on a monthly basis. The latest version of the software adds media-cache cleaning for Opera and Chrome, and further improves support for Windows 10. The 64-bit build of the program has also been optimised. ■

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Best New Browser Tools



CHROME

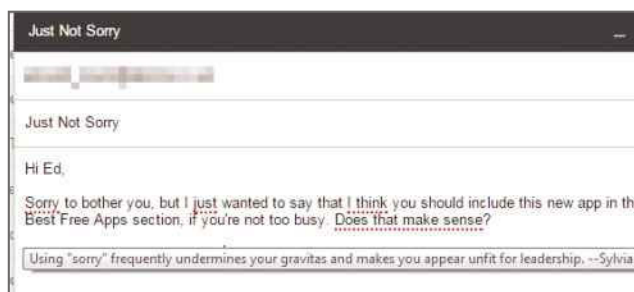
View productivity tips on your New Tab page

Are you having trouble getting into gear this year? Are your New Year's resolutions already in tatters? If so, you need Tabtics (bit.ly/tabtics389), which helps you improve your health and productivity by displaying motivational tips on your New Tab page. These aren't vague inspirational quotes like "believe in yourself and your dreams will come true", but useful, practical pointers such as "switch off pop-up notifications while you're working" and "even when it's cold, blowing a small fan on your face can help to keep you focused". The extension also displays the current time, weather and temperature for your location against a background of attractive photos. It can even sync with your Fitbit wearable device to show the number of steps you walked today and the number of hours you slept last night.



Sound more confident when writing emails

If your emails are peppered with phrases such as "sorry to bother you" and "just wanted to ask" then you risk coming across as a bit of a weed. You can inject some assertiveness into your Gmail messages by installing the new extension Just Not Sorry (bit.ly/just389), which highlights 'qualifying' words in emails by underlining them in red. Hover your mouse over the dotted line to see an explanation of why you should avoid that term, for example: "Using 'sorry' frequently undermines your gravitas and makes you appear unfit for leadership". It's an interesting idea, based on the writings of a US life coach called Tara Mohr, and certainly keeps you from needlessly apologising (a notorious British trait). However, we'd like to see it expanded to include further timid phrases.



Hide what your friends 'like' on Facebook



Do you really care if someone you barely know is partial to Marmite, or which bands are favoured by former work colleagues? Probably not, but we bet your Facebook news feed is full of such info, which makes wading through it like searching for a needle of interesting content in a haystack of trivia. Help is at hand in the form of a new Chrome (and Safari) extension called Friends Feed (bit.ly/friends389), which hides all the posts about other people's 'likes' from your feed so you can focus on the important stuff such as funny videos, inspirational quotes and self-obsessed status updates. The add-on works automatically and certainly makes for a less annoying and ad-driven Facebook experience. If you find that you miss knowing who rates Doritos or Emmerdale, you can choose to fade

'[so-and-so] likes' posts rather than hiding them altogether.

Remove Donald Trump from the web

There really isn't any escape at the moment from the Republican presidential candidate Donald Trump, whose controversial views on immigration and bizarre, bouffant hair are slathered across every news website. If you've had enough of reading about the barmy billionaire, you can use the new Chrome extension Trump Filter (bit.ly/trump389) to banish him from your browser. Once installed, it detects mentions, photos and videos of Mr Trump on web pages and filters them so they don't bother you. There are three sensitivity settings: Mild, Aggressive and Vindictive, and the add-on keeps track of how many Trumps it's removed.



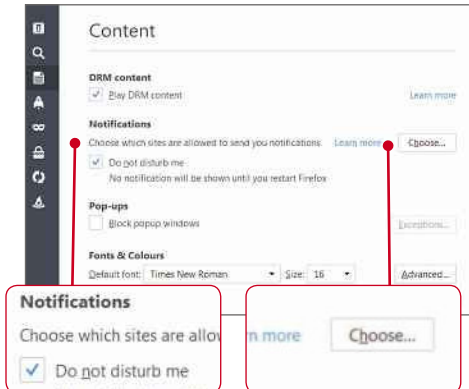
This fortnight's most useful tips and add-ons to help you get the most from Chrome, Firefox, Opera and more



FIREFOX

Turn off push notifications from websites

Last issue, we explained how to stop Chrome sending push notifications, which many sites including Facebook, eBay and Yahoo Mail now use to display messages on your Desktop. The latest version of Firefox (44) also supports push notifications, so it's worth knowing how to disable them if you find that they become a nuisance. Go to Tools, Options, Content and click Choose next to Notifications. To turn off notifications from a specific website, select its URL in the Site field, click Remove Site and click Save Changes. Alternatively, you can disable notifications from all websites by clicking Remove All Sites. Firefox 44 also lets you prevent websites from asking you to allow notifications. To do this temporarily (until you restart your browser), select the 'Do not disturb' option under Notifications. To turn off such requests permanently, type `about:config` into the address bar, press Enter and agree to be nice to dragons. Find the preference 'dom.webnotifications.enabled' and double-click it to change the value to 'false'. You'll never be bothered by a push notification again.

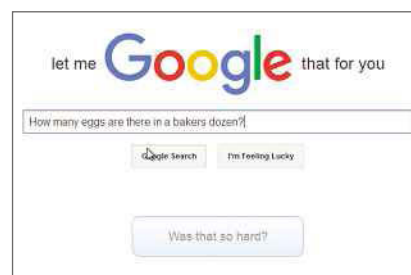


Remove redirects from Google search results

When you search for something in Google and hover your mouse over one of the results, you'll see the URL of the relevant page. However, if you right-click the link to copy it without visiting the page, the URL will be prefaced with a lengthy Google redirect along the lines of 'http://www.google.co.uk' and a load of gobbledygook when you paste it. To prevent this from happening so you can copy and paste clean links, install Remove Google Redirect in Google Search Results (bit.ly/redirect389). As its name suggests, this strips the extra rubbish from search results by disabling the JavaScript function that Google uses to create the redirect, leaving you with "crisp, fresh links" that you can copy and paste anywhere.

Help people by Googling answers for them

Despite having a browser in front of them, many people insist on asking questions online that could be answered instantly by the not-exactly-obscure

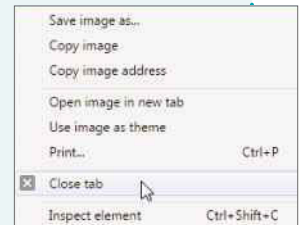


search engine called Google. One way to help these clueless or lazy individuals is to use Let Me Google That For You Add-on (bit.ly/letme389) to show them how it's done. When you're confronted with a vacuous query on social media, in an email or on a forum, highlight and right-click the text, select 'Create a lmgty link' and then paste the result into a reply. When the other person clicks the link, they'll see a short animation of their query being entered into Google (accompanied by a 'Was that so hard?' button) to produce the answer they're looking for. Yes, the add-on is a bit cheeky, but it means the person will think twice about asking next time!

OTHER BROWSERS

Close tabs by right-clicking them

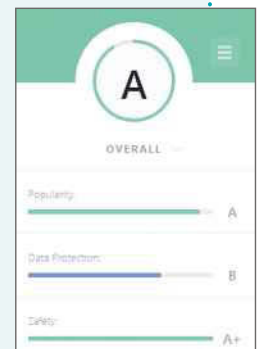
It's not exactly difficult to close a browser tab, but it can still prove fiddly to click the tiny 'x' to do so. The new Opera add-on Close Tab (bit.ly/closetab389) makes things easier by letting you close the current tab without clicking it. Instead,



you either right-click the current page and choose 'Close tab' or right-click and press 'C' on your keyboard (if you prefer, you can change this to a different shortcut key in the add-on's Options). It takes a little getting used to but you'll soon wonder why you bothered with all that clicking.

View trustworthy ratings for websites

You know where you stand with big names such as Amazon and eBay but, for sites you've never bought from before, you can use TrustaFact (bit.ly/trusta389) to get the lowdown. This free tool provides scores and facts for criteria including popularity, data protection and spam, as well as an overall user grade for the site you're currently viewing. You need to register with TrustaFact to view full info, but you can see basic ratings by choosing 'Skip signing up for now'. It claims to cover more than 750 million sites including new and less popular ones.



App of the Fortnight

CAMERA

Camera MX

bit.ly/cameramx389

Min requirements:

Android 2.3.3

Size: 22MB

Camera MX is an excellent Android camera app that's been updated to introduce a new 'Live Shot' tool, which works in much the same way as Apple's Live Photos feature (available on the iPhone 6S and iPhone 6S Plus). The new feature is activated by selecting the swirl-shaped icon from the camera's viewfinder, then taking a photograph as normal. Camera

MX saves a few seconds of footage from just before the image was captured, so you can rewind and save individual frames; you can also share the entire clip as a fun, animated photo. Unlike the iPhone's Live Photos tool, Live Shot doesn't record audio, but you can trim the clip and it differs from basic animated GIFs by repeatedly rewinding to the start instead of simply looping.

Once you've created a Live Shot, Camera MX lets you share it via a multitude of channels or you can enhance the still image using an impressive selection of editing tools. Even if you have no interest in using Camera MX as your primary camera app, it's a powerful photo and video editor and can also be used to manage your photos and videos.

UPDATED



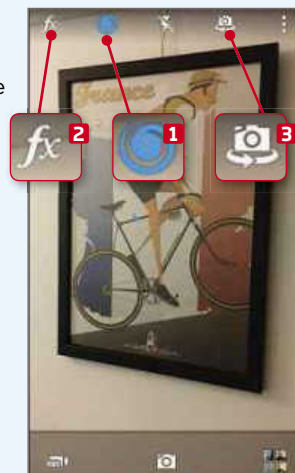
Our rating



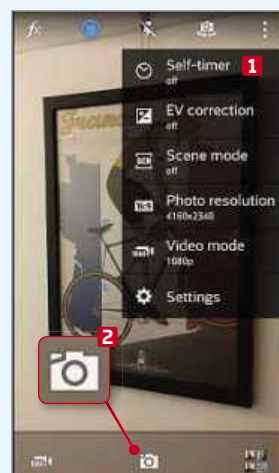
MINI WORKSHOP

Capture an animation with Camera MX

1 Install Camera MX and open the app. Tap the swirl icon **1** to activate Live Shot and select OK when the pop-up message appears. You can add special effects, **2** activate the flash or switch to your front camera **3** using the appropriate buttons.



2 Selecting the three-dot menu button lets you browse a range of other settings including the option to activate a self-timer. **1** Make sure your device is held still, then Tap the camera button to capture a Live Shot. **2**



3 A notification appears saying 'Congrats! View your first Live Shot'. Tap it, then tap and hold the image **1** to play the animation. Select the pencil icon to edit the Photo **2** or Live Shot, or use the Share button **3** to share your animation.



This fortnight's top free and paid-for apps for Android, iOS and Windows phones and tablets, and smart TVs

NEWS

Newslet

bit.ly/newslet389

Min requirements:
Android 4.0.3
Size: 3.8MB

Newslet is a fast, lightweight news app for busy people. It's very straightforward to use – just select the three news categories you're most interested in (from topics including Tech, Science, Sports, Health and Business) to display three pages of top stories from sources including BBC News, The Independent and Reuters UK, among many others. If you want to browse the top stories from all categories, the app also has a handy Trending section. It has a simple, user-friendly design and you can avoid most of the app's adverts by enabling Lite Mode and using the Full Post buttons.



Our rating



ACCESSIBILITY

BlindTool

bit.ly/blindtool389

Min requirements:
Android 3.1
Size: 8MB

This innovative new app is designed to help blind people identify the objects around them. By pointing your phone's camera toward different items, Blind Tool lets you know when you're getting closer to an item by vibrating more frequently. The app then says the object's name aloud once it can correctly identify it. It's an exciting concept and we commend the app's developer for creating something that aims to improve quality of life for those with visual impairments. However, it's evident that Blind Tool is still in its early stages of development, because it frequently misidentified everyday objects.



Our rating



FOOTBALL

Sky Sports Football Score Centre

bit.ly/skysports389
Min requirements:
Windows Phone
Size: 15.6MB

Sky Sports Football Score Centre (SSFSC) has been available for iOS and Android for some time, and you can now get it for Windows Phone. It keeps you up to date with the latest scores and match stats across all UK and European leagues and competitions. As well as offering live scores and commentary, SSFSC displays the latest headlines, league tables and fixtures, and you can select your favourite team for relevant updates. It even includes a handy 'pub finder' so you can locate the nearest venue showing Sky Sports!



Our rating



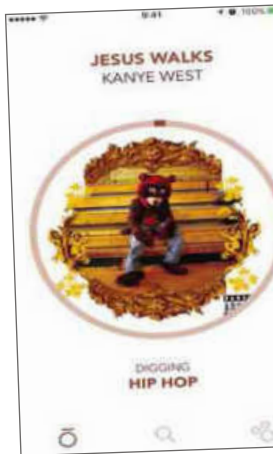
MUSIC

Enso Music

bit.ly/enso389

Min requirements: iOS 8.0
Size: 18.3MB

Enso Music makes it easier to discover new music by letting you use swipe-based gestures to indicate which songs you like, to further improve the quality of its recommendations. You need to log in with Facebook to use the app, but you can then start listening to previews right away, swiping right to show your approval or swiping left to banish tracks forever. To help you narrow your 'digging', Enso Music lets you choose from a range of categories including jazz, electronic, folk, indie, party and workout. When you 'like' a track, it's automatically saved to Your Music so you can find it again later, but you can also open full versions of the track on YouTube (or Spotify, if you have a Premium account). If you're bored by the usual computer-compiled internet playlists, Enso Music is well worth a try!



Our rating



GET THE DEFINITIVE GUIDE TO ANDROID

Our new updated Android MagBook is packed with 148 pages of apps, workshops and advice to unlock the full potential of your tablet and phone.



Discover how to:

- Master new tools in Lollipop and Marshmallow
- Stop apps leaking your personal data
- Record anything on your phone and tablet
- Prevent updates from wrecking your device
- Remove hidden junk so it never comes back
- Switch from iOS without losing data

Order it now from Amazon at
bit.ly/defguidetoandroid

LANGUAGE

English Dialects

bit.ly/dialects389

Min requirements: Android 4.0.3, iOS 8
Size: 5.4MB

This fun new app aims to pinpoint your accent (or dialect) by asking you 26 multiple-choice questions. Most of the questions involve choosing an option that most resembles your pronunciation of a word, but others ask about the type of language you use – for example, whether summer is followed by 'backend' or autumn. The app warns that its guess might not be very accurate because your pronunciation is compared to dialects studied over 50 years ago, but we were still a little disappointed when it incorrectly suggested that our Staff Writer and Deputy Editor were both from the same small Essex village!



Our rating



HEALTH

Change4Life SugarSmart

bit.ly/sugarsmart389

Min requirements: Android (varies with device), iOS 7.1
Size: Varies with device

Do you know how much sugar you consume? This new app from Public Health England is designed to help you discover the total amount of sugar in the things you eat and drink every day by simply scanning their barcodes. The database currently contains an impressive 75,000 products and informs you of the number of sugar cubes in each item. It's a great idea to help tackle the UK's growing obesity problem, but, unfortunately, we didn't have much luck scanning our own items, so we hope the database is expanded soon. See page 14 for our review of the accompanying website.



Our rating



5 NEW APPS WORTH PAYING FOR

LIVE MUSIC

Jukely

bit.ly/jukely389

Min requirements: iOS 8
Size: 35.5 MB

Price: Free (with in-app purchases)

This exciting new app offers its members access to hundreds of gigs, parties and other events across 17 cities around the world (including London) for one monthly fee of £25.



CAMERA

Slide – 3D GIF Camera

bit.ly/slide389

Min requirements: iOS 8.1
Size: 16.5MB **Price:** £1.49

Slide is a new camera app that lets you create GIF animations that appear three-dimensional. If you're not quite sure what that means, you can find out more by visiting the app's website at slide.camera.



CAMERA

NightCap Pro

bit.ly/nightcap389

Min requirements: iOS 8.0
Size: 3.1MB **Price:** £1.49
NightCap Pro is designed



to help you get the best results when using your iPhone's camera in low-light conditions. The latest version introduces dedicated modes for photographing the night sky, star trails, meteors and even the International Space Station!

PRODUCTIVITY

Cortana Triggers

bit.ly/cortana389

Min requirements: Windows Phone
Size: 17.08MB **Price:** £3.89

Cortana Triggers is a Windows Phone app that lets you teach Cortana new commands. These can perform a multitude of actions via services such as IFTTT.



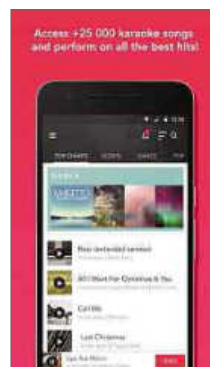
ENTERTAINMENT

YouSing

bit.ly/yousing389

Min requirements: Android 4.1
Size: 16MB

Price: Free (with in-app purchases)
YouSing is a new karaoke app that lets you perform and record more than 25,000 different songs. It's free to download but you need to pay a regular subscription to unlock unlimited access to the entire music catalogue.



Jukely



Slide – 3D GIF Camera



NightCap Pro



Cortana Triggers



YouSing





Best New TV Apps

MUSIC

Deezer on Roku

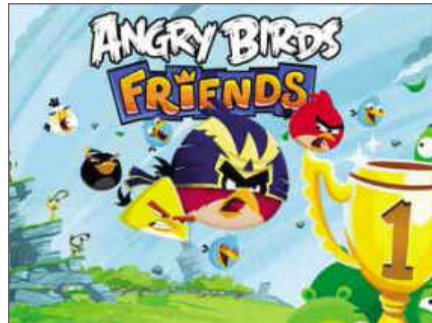
bit.ly/deezer389**Min requirements:** Roku Streaming Stick or streaming player**Size:** N/A

With more than 35 million tracks, Deezer offers even greater musical choice than Spotify, and it's now available on Roku streaming devices as well as Chromecast, Android, iOS, Windows Phone and other platforms. This means you can ditch your hi-fi and stream endless music through your TV instead, choosing from dozens of genres including Pop, Cosy Fireplace, Film Scores, Classical and French Chanson, as well as ready-made mixes based on your tastes or mood. The Deezer app is available through the Music channel in the Roku store. You can try the Premium service for free for 15 days, after which you'll need to pay £9.99 per month for unlimited, ad-free listening.



GAMES

Angry Birds Friends

bit.ly/angryandroid389bit.ly/angryios389**Min requirements:** Android 4.1, iOS 6**Size:** 41MB (Android), 52.2MB

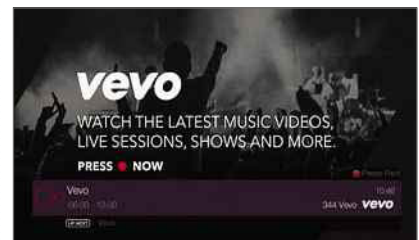
As our Art Editor will tell you, Angry Birds is more than just a game, it's a way of life, so fellow addicts will be delighted that you can now enjoy all that pig-smashing action on your telly. Both the Android and iOS versions of Angry Birds Friends have been updated to add support for Chromecast, so you can stream the game from your phone or tablet to the big screen and fling those birds at eight times the size! With Angry Birds Friends, you can take on millions of players around the world, challenge your Facebook chums and compete in tournaments to climb the global leaderboard. It's a lot more fun than watching *EastEnders*.

MUSIC VIDEOS

Vevo on Virgin Media

bit.ly/vevo389**Min requirements:** Virgin Media with TiVo**Size:** N/A

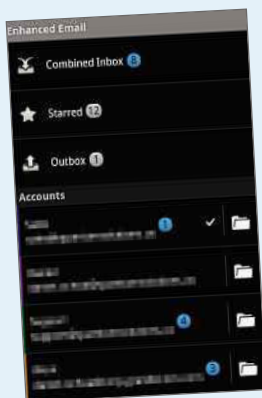
Now that MTV and VH1 favour reality shows over music videos, Vevo is the best place to watch new and classic pop hits, and Virgin Media customers with TiVo can now access the service on their TVs. Just tune in to channels 300 or 344, or go to the Music On Demand folder, Apps and Games or the 'Search and Discover' menu on TiVo to view the latest offerings from the likes of Adele, Coldplay and Justin Bieber, as well as archive videos from David Bowie, Billy Joel and Kool and the Gang. Vevo has a catalogue of more than 250,000 videos spanning 20,000 artists and also offers exclusive original programming, including sessions, live music performances and backstage interviews.

 Don't install...

Enhanced Email

bit.ly/enhanced389

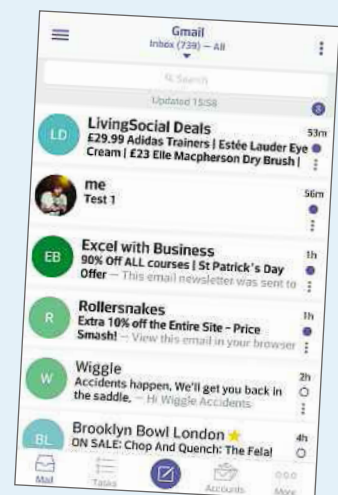
We like the idea of this app, which lets you combine multiple email accounts into a single inbox, but the execution leaves a lot to be desired. Its dull, dated interface – available in two exciting shades of 'light' and 'dark' – is prone to crash and lacks the advanced options you'd expect of an app that costs £6.61. It also drains your phone's battery when left running in the background and sometimes resets your account settings for no obvious reason.

...Install this instead

TypeApp Email

bit.ly/type389**Min requirements:** Android 4.1**Size:** Varies with device

TypeApp Email, which won our Gold Award in Issue 367, is the best way to manage all your emails in one place. It has an attractive, easy-to-use design; supports IMAP, Exchange and POP3 accounts; and offers lots of useful features. We particularly like the way it turns your inbox into a to-do list, so you can mark each email as 'done' or set a reminder to look at it again at a more appropriate time. You can customise your notifications for each account, too, setting different sounds and coloured lights for Gmail, Outlook, Yahoo Mail and many more, and use the app's Do Not Disturb option to silence alerts while you're sleeping. ■





FAQ

Everything you need to know about the most interesting new technology trends and events

Free hospital Wi-Fi



Having to pay for web access in hospital literally adds insult to injury. **David Crookes** looks at government plans for free Wi-Fi in all hospitals

Free Wi-Fi? What sort of sweet pill is that?

A very good one, we'd say. Health Secretary Jeremy Hunt has made plenty of enemies within the NHS but his proposal to provide free Wi-Fi in all health-service buildings has been widely welcomed. It was one of a number of ideas put forward to the National Information Board in a government-commissioned report by Martha Lane Fox, the co-founder of Lastminute.com and now Baroness Lane-Fox of Soho. Mr Hunt said that: "Everyone using the NHS expects it to be a world leader in digital healthcare and free Wi-Fi is an essential part of making that a reality".

Don't some hospitals already have free Wi-Fi?

Two-thirds of NHS hospitals offer the internet to patients as a paid-for option through third-parties. WiFi Spark (bit.ly/wifispark389), for example, provides Wi-Fi to hospitals in Leicester, Liverpool and Chesterfield among others and charges £3 for four hours, £5 for a day, £10 for a week and £15 for a month. Hospedia (www.hospedia.co.uk) gives at



WiFi Spark offers internet access in some hospitals, but you have to pay for it

least 15 minutes of free Wi-Fi but charges for more time in some locations. Even when hospitals offer unlimited Wi-Fi minutes, they often limit the access to specific wards, units or areas.

But why have free Wi-Fi in all hospitals?

There are two main reasons, other than it's often difficult to get a mobile signal in hospitals. The first is to allow patients to use their phones, tablets and even laptops, both to keep in touch with friends and family and to alleviate their boredom. This is seen as important to the wellbeing of patients: last year the Royal College of Psychiatrists reported a high



These happy nurses in Queen Elizabeth Hospital, Gateshead love their free Wi-Fi

prevalence of boredom among hospital patients and said engaging with "psychosocial needs" helps to manage the gruelling experience of sickness.

The second reason is to make it easier for staff to access clinical services and use cutting-edge technology to help care for patients. Baroness Lane-Fox quoted Professor Sir Bruce Keogh, NHS England's national medical director, as saying junior doctors identified Wi-Fi as the one change that would make their jobs easier.

How does Wi-Fi help doctors?

Around 70% of a junior doctor's time is said to be spent on bureaucracy and it is

believed that Wi-Fi would make administrative tasks more efficient. The idea is that by freeing up time otherwise spent on laborious paperwork, they will have more hours in the day to dedicate to patients. The Department of Health also says errors in medication can be cut by 50% with more use of e-prescriptions.

So patients will benefit medically from free Wi-Fi?

Theoretically, yes. Baroness Lane-Fox says patients will be able to monitor their conditions using apps, and this element of self-care and self-management will take some of the pressure off medics. By using Wi-Fi-enabled wearables such as skin sensors and asthma and diabetes monitors, patients can be constantly and remotely monitored, easing NHS staffing problems. As well as being able to book appointments and repeat prescriptions, patients will also be encouraged to fill out online surveys for instant feedback.



Baroness Lane-Fox
recommends that free Wi-Fi be introduced in all hospitals

Won't patients Google illnesses to second-guess doctors?

Granted, it will be easier to use the net to self-diagnose if Wi-Fi becomes widely available in hospitals, but it's not advisable. A growing number of 'cyberchondriacs' – people who search online for diseases that match their symptoms – are increasing the workload on doctors. A survey by private medical helpline Dr Morton published in January 2016 said that 16 million people a month are diagnosing themselves online and demanding that doctors treat them. Doctors say using the web to self-diagnose only leads patients to worry.

Who is paying for the scheme?

Money is being made available from a £1bn technology fund – a pot created by the last government in September 2013 with the aim of improving patient care and easing pressure on A&E departments. Although it supports local IT solutions to local problems (the fund was created in the same month as the abandoned NHS IT system that was said to have cost £9.8bn), the Wi-Fi initiative is a national plan.

Is everyone happy with the proposal?

While some say it will allow patients to

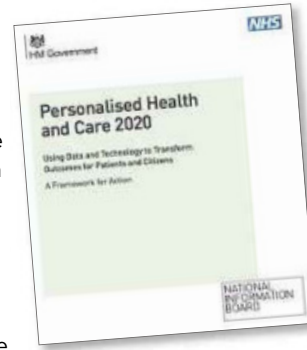
continue with their day-to-day lives, others have expressed concerns that the money set to be spent on free Wi-Fi could be better used on frontline clinical services. Grant Ingrams, deputy chairman of the IT subcommittee of the BMA General Practitioners Committee, expressed grave concerns and said that it was an "unaffordable luxury". Writing in the British Medical Journal, he believed it would "adversely affect" the relationship between the NHS and its staff, patients and the public, and he also feared that people would visit hospitals purely to use the free Wi-Fi. Indeed, there are concerns that doctors and medical staff will have their important work persistently interrupted by patients asking for help to log into services and deal with IT problems.

Has this happened in other places where Wi-Fi is free?

There do not appear to be any obvious cases. Many NHS hospitals began offering free Wi-Fi in 2015 and they have appeared happy with the outcome.

Why has free Wi-Fi suddenly become an issue, though?

It hasn't. Free Wi-Fi in hospitals has been on the agenda for years with NHS England's former director of patients and information Tim Kelsey a staunch supporter of it up until he left in



The Personalised Health and Care 2020 report looked at the benefits of digital technology

December. Indeed, in 2011, designers were called in by the Department of Health to come up with ideas to help make A&E visits

at Southampton Hospital, Chesterfield Hospital and Guy's and St Thomas' in London more pleasant. They said free Wi-Fi would keep potentially disruptive patients occupied. Furthermore, the Personalised Health and Care 2020 report drawn up under the Conservative/Lib Dem coalition government looked at the use of digital technology to improve patients' experience and outcomes.

When will all NHS hospitals switch to free Wi-Fi?

No firm deadline has been set but it's understood that the Health Secretary expects all NHS buildings in the UK to have free public Wi-Fi by 2020, and that the NHS will be "digital and paperless" by this time. Then again, in September 2013, Mr Hunt went on record to say: "I've set the NHS the challenge of going paperless by 2018". There will inevitably be some slippage in any timetables that are set although some hospitals are already making great strides towards digitising their records. For example, Gloucestershire Royal and Cheltenham General Hospitals have a fully digital patient-information system called SmartCare.

HEALTH SERVICES EMBRACING THE INTERNET



NHS e-Referral Service

<https://www.ebs.ncrs.nhs.uk>

The replacement for 'Choose and Book' lets patients select a date and time for a hospital appointment, as well as a hospital or clinic to attend. Patients get a reference number and password to keep things secure.



Patient Online

<https://patient.emisaccess.co.uk>

Patient Access is just one of a handful of online systems that let you book GP appointments, repeat prescriptions and access a summary of their patient records. Others include Patient Services, SystmOnline and The Waiting Room.



NHS Choices

www.nhs.uk

As well as providing a comprehensive and reliable rundown of conditions and treatments, NHS Choices helps you find local health services, buy prescription pre-payment certificates and order a European Health Insurance Card (EHIC).

FIX WINDOWS ERROR MESSAGES

COVER
FEATURE

Is your PC pestering you with perplexing problems? **Wayne Williams** reveals the causes and solutions of the 34 most frequent and frustrating error messages in Microsoft's operating system



When it's working as intended, Windows is a fantastic piece of software. It's easy to use and customise, and generally responds to commands appropriately. But when things go wrong, the operating system – whichever version you're using – can cause major headaches. It's not just fixing the problem that can be tricky, but understanding exactly what the error means and what's causing it.

Windows seems to delight in reporting its faults in the most unintelligible way imaginable: 'Code 80248014', 'Stop:

0x00000050', 'DLL file is missing' and – our favourite – 'Something happened'. What do these baffling error messages even mean?

In this feature, we set out to demystify the most common Windows errors, explaining the most likely reasons for why you're seeing them, and – most importantly – showing you how to overcome them and prevent them from reoccurring.

We also include some quick explanations of error codes that you can refer to the next time Windows pops up one of its head-scratching error messages on your screen.

SOFTWARE ERRORS

This program is not responding**What it means:**

As you can probably gather, this common error message indicates that a program or app has decided to be anti-social and stop communicating with Windows.

**How to fix it:**

It's likely that the program in question has crashed, although it might also have temporarily stalled or simply be too busy to respond. This error will give you two choices of action – end the program or cancel the error. Clicking Cancel will buy the software some more time to wake up and this is usually often the best option if you have the patience to wait. If not, and if clicking End Now doesn't solve the problem, right-click the taskbar and choose Start Task Manager. Select the program in the list and click End Task. It may take several attempts to close it if it's being particularly stubborn.

The application was unable to start correctly (0xc0000018)**What it means:**

The program you want to run won't launch in Windows, even though you know it's installed and has worked previously without problems.

How to fix it:

Firstly, try rebooting your PC, to see if that fixes the problem. If it doesn't, try uninstalling and reinstalling the troublesome application, and/or updating to the latest version. If you still get no joy, click Start and type `regedit` to launch the Registry Editor. Navigate to the entry:

`HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\WindowsNT\CurrentVersion\Windows`

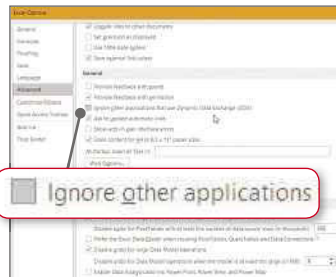
Find `APPINIT_DLLS` and delete everything in it or, failing that, delete the entire key. If it's already empty, open Task Manager and click Processes to see what else is currently running on your PC and end any processes that could be causing conflicts.

**There was a problem sending the command to the program****What it means:**

This error occurs occasionally when using Microsoft Office – Excel in particular. You'll usually see it when opening or saving a file, and it can prove extremely irritating.

How to fix it:

If you're using a template, try changing it to something else. In Excel, go to File, Options, Advanced and scroll down to the General section. Tick 'Ignore other applications that use Dynamic Data Exchange (DDE)'. Depending on which version of Excel you're using, this setting may be located somewhere else in Options, so hunt around for it.

**Not a valid Win32 application****What it means:**

Windows doesn't recognise the program you're trying to launch as one that it can run. If you got the application from the web, it could be that the download terminated prematurely and didn't complete, or it's become corrupted. It's also possible that the file has been renamed to look like a program (given an '.exe' file extension, for example), but isn't.

How to fix it:

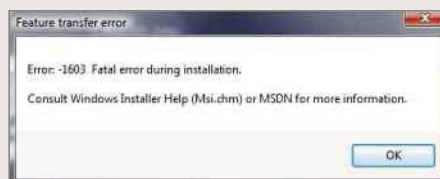
Try downloading the program again. If that doesn't work, look for a different source or try a different browser. Make sure you're downloading a program designed for Windows – and not Mac or Linux – and that it's the correct version for your operating system (some Windows 8.1 and 10 tools won't work in Windows 7).

Fatal error during installation**What it means:**

While installing a new program, a major error occurred that prevented the installation from completing. Although the word 'fatal' sounds rather scary, don't worry: you haven't killed your PC!

How to fix it:

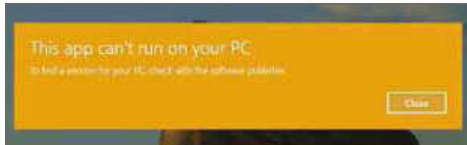
Check to make sure that you have enough space on your hard drive to install the program. Next, try emptying your Temp folder. Find its location by pressing Win+R and typing `cmd` in the box. Click OK, then type `set` and hit Enter. Make a note of where the Temp directory is located, go to it and delete the contents (but don't delete the folder). Finally, close any open applications, reboot your PC and try to install the software again.



This app can't run on your PC

What it means:

This is the modern equivalent of the 'Not a valid Win32 application' error (see page 39). It means that Windows 10 doesn't recognise the program or app, so it doesn't know how to run it.



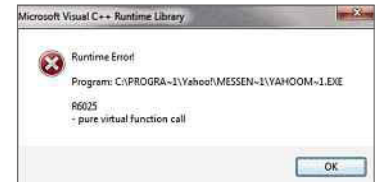
How to fix it:

If you downloaded the app or program yourself, try downloading it again. Use a different source or browser if the error persists. If you got the app from the Microsoft Store, try downloading it again later, at another time of day.

Runtime error

What it means:

A program has encountered a problem in its code, such as bug or a corruption, which has caused it to crash. This error is particularly common in browsers, especially older ones such as Internet Explorer.



How to fix it:

Try running the software again. If it continues to crash, check to see if there's an updated version available. You could also try running the software in Compatibility Mode. Right-click the program shortcut, select Properties, click the Compatibility tab, and click 'Run compatibility troubleshooter'. Finally, although the crash is unlikely to be caused by malware, it's worth performing a quick scan for malicious code, just in case.

Another copy of the application is already running

What it means:

Most PC users will have seen this head-scratching error at least once. It occurs when you're trying to run a program that is already running in Windows, even though it's not visible.

How to fix it:

Sometimes when a program crashes, it disappears from the taskbar, but continues to run in the background. We see this error cropping up most regularly in Firefox. To close the program properly, right-click the

taskbar, select Task Manager and find the program you're trying to run – if you can't see it on the Applications tab, try looking in the Processes tab. Select the culprit and click End Task or End Process. When it closes, run the software again.

INSTALLATION AND UPDATE ERRORS

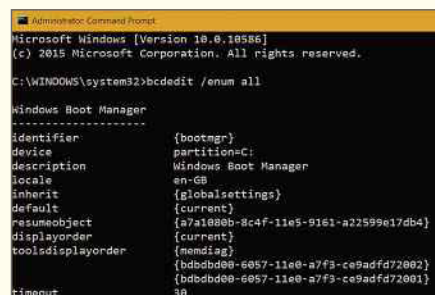
There isn't enough memory available to create a ramdisk – 0xc0000017

What it means:

This might seem like a rather obscure error that you're never likely to see – after all, when would you need to create a ramdisk? What the hell is a ramdisk, anyway? But it's actually something that can occur when upgrading your PC from one version of Windows to another. It means Windows is unable to use the RAM (memory) as a temporary data store.

How to fix it:

There might be a problem with the RAM inside your PC – such as there not being enough memory available or a hardware error – but this is unlikely. To overcome the problem, you need to use the built-in Windows Boot Configuration Data (BCD) command. Right-click Start and launch Command Prompt (Admin). Type `bcdedit /enum all` and hit Enter. Among other things, you'll see a list of 'bad' memory locations which you can clear, thereby (hopefully) solving the problem. Type `bcdedit /deletevalue {badmemory}` and hit Enter. Close the Command Prompt, restart your PC and run the Windows installer once more.



Windows could not search for new updates – 80248014



What it means:

8024 errors are usually caused by corruption in the Windows Update agent that prevents you from installing any new updates. This occurs in all versions of Windows, including Windows 10.

How to fix it:

Press Win+R, type `cmd` into the box and press Enter. In the Command window, type `net stop WuAuServ`. Press Win+R and type `%windir%`, then press Enter. In the opened folder, locate 'SoftwareDistribution', select it, press F2 and name it 'SDold'. Press Win+R, and type `cmd` into the box, then hit Enter. In the Command window, type `net start WuAuServ`. Try getting an update and, hopefully, it will now work.

PERMISSION ERRORS

Access Denied. You need permission to perform this action

What it means:

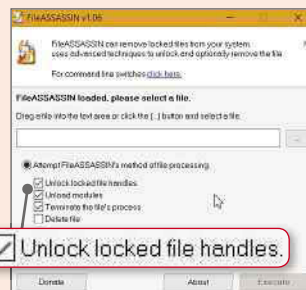
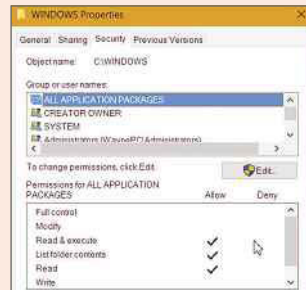
When you try to perform a seemingly straightforward task such as deleting a file, Windows prevents you from doing so because you don't have permission. But if you're an administrator and it's your computer, who exactly are you supposed to ask permission from? The Queen?

This error message (usually) refers to system files that are protected to prevent accidental deletion or modification by users who may not fully understand the potential repercussions of their actions. But sometimes it can affect regular files, too.

How to fix it:

The file has probably been protected for a good reason, but that's not always the case. If you're sure it's safe to delete the item, you need to get permission or take ownership. See what permissions you have by right-clicking the folder or file, selecting Properties and clicking the Security tab. To change permissions, select your admin account in the list and click Edit.

If you can't make the required changes using this method, consider using the powerful free program Malwarebytes FileAssassin (bit.ly/fileassassin389), which can usually remove locked files from your PC and save you a lot of frustration.



You don't have permission to save in this location

What it means:

This is a straightforward enough error – you want to save a file, such as a Word document or Excel spreadsheet, but Windows won't let you. This is because – as the error rather snottily tells you – it appears that you don't have the required permissions to save in that location.

How to fix it:

First, make sure that you're not trying to save to a read-only location, such as a DVD or a system folder. Next, check the permissions of the folder you're trying to save to. Right-click the folder in question and select Properties. Switch to the Security tab and click Advanced. Tick the oddly-phrased option 'Replace all child object permission entries with inheritable permission entries from this object', then click Apply followed by OK.

If that doesn't work, try setting yourself as an administrator on your PC (if you aren't one already). Open the Run box and type `netplwiz`. Press Enter, select your user account and click Properties. Open the Group Membership tab and make yourself an administrator. Reboot your PC and you should now be able to save files to the previously forbidden location.



ESSENTIAL ERROR CODES

The error codes that appear when Windows runs into a problem may seem to make no sense, but they do actually mean something and can help you troubleshoot whatever issue you're facing. There are hundreds of different codes, and their meaning is often very broad. Here are some of the most common examples:

Error code 0 (0x0) – success

The operation completed successfully.

Error code 2 (0x2) – file not found

Your computer could not find a specific file (you may need to reinstall the program).

Error code 5 (0x5) – access denied

Access is denied (obviously). Check that any required username and password were entered correctly and accept any requested authentication.

Error code 20 (0x14) – bad unit

Your system can't find the device you are trying to use. You may need to reinstall the hardware.

Error code 14 (0xE) or 8 (0x8)

Not enough storage is available to complete the operation you're trying to perform.

Error 28 (0x1C)

Your printer is out of paper. No prizes for guessing how you solve this one!

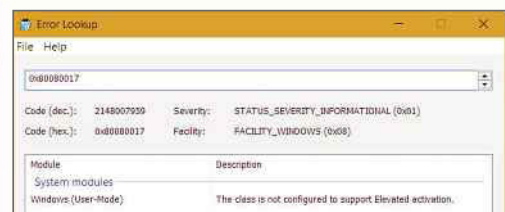
Error 303 (0x12F)

The file you're trying to open is in the process of being deleted, which is why you can't open it.

Error 1021 (0x3FD)

You're unlikely to see this error unless you're fiddling with the Registry, but its official title is `ERROR_CHILD_MUST_BE_VOLATILE`, which we find quite amusing.

You can view a (very) long list of errors at bit.ly/errorcodes389. You can also use the free Error Lookup tool (bit.ly/errorlookup389) to translate error codes into a more meaningful text description.



GENERAL WINDOWS ERRORS

This copy of Windows is not genuine. You may be a victim of software counterfeiting

What it means:

Quite self-explanatory this one: it means you're running a version of Microsoft's operating system that has been detected as counterfeit or is not recognised as being genuine.

How to fix it:

The obvious solution is to buy and install a proper version of Windows – that is, not a dodgy one from eBay! If you believe that you are running a genuine copy already and have been falsely accused of unsavoury practice, you could try 'rearming' Windows. Click Start, and search for `cmd`. Right-click Command Prompt and select 'Run as administrator' – in Windows 10, simply right-click the Start button and select 'Command Prompt (Admin)'. Type `slmgr -rearm` and press Enter. Restart your PC to complete the rearming. If that command isn't recognised, try `slmgr /rearm` instead.



Inaccessible boot device

What it means:

This is a Blue Screen (or Stop) error that occurs when Windows 10 is no longer able to access the system partition or drive on your PC. This could be caused by corruption of the hard drive.

How to fix it:

Shut down your PC, wait a few seconds, then turn it on again. You can also try removing any hardware that you've recently connected. It may be worth disconnecting and reconnecting all your hard drives when your PC is powered off in case of a loose connection.

Finally, if you can get into Windows 10, right-click the Start button and select 'Command Prompt (Admin)' and type `chkdsk /f /r` on the system partition. If you can't boot into Windows 10, use the Recovery Console (press F8 when the manufacturer logo appears) and run 'Chkdsk /r'.

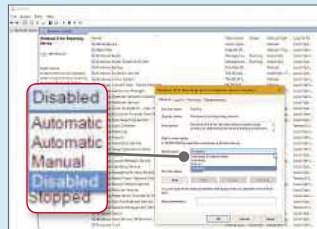
WerMgr.exe or WerFault.exe – Application Error

What it means:

These system files (found in the System32 folder) collect and send error logs to Microsoft to help identify and fix problems. This error occurs when the file in question has become corrupted in some way.

How to fix it:

Open a Command Prompt as an administrator, type `sfc /scannow` and press Enter. This will repair important Windows files including (hopefully) WerMgr.exe or WerFault.exe, if they are corrupted. If that doesn't fix the problem, you could disable the Windows Error Reporting Service. Hit Win+R and type `services.msc`. Scroll down to Windows Error Reporting Service, right-click it and select Properties. Change its startup type from Manual to Disabled. Click OK and restart your computer.



VAGUE ERROR MESSAGES

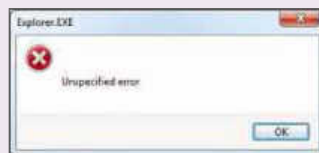
Unspecified error

What it means:

As you can probably guess from the message, an error has occurred, but it's not one for which Windows has a specific description. Yeah, thanks for that!

How to fix it:

This really is one of the least helpful error messages and deserves a good kicking. The problem could be caused by all manner of things. Try closing all your applications and rebooting your PC. Beyond that, the only other thing to try is to check if there are any updates available for the program that triggered the error message.



Something happened – 0x80070005-0x90002

What it means:

Another amusingly vague Windows error message that's been around for quite some time. If you see this while installing Windows 10, it essentially means that the installer can't work with a required file for one reason or another.

How to fix it:

Disable any running security software (in case this is interfering with the installer), go to bit.ly/fixit389 and run the Fix It tool there to reset Windows Update components. Then run the installer again.

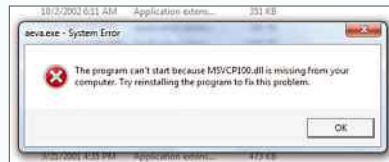
DLL file is missing/could not be found**What it means:**

DLL (Dynamic-Link Library) files contain the code and data needed to perform specific actions in Windows, and can be accessed by any program. Unfortunately, they can go missing, get corrupted or be replaced by incorrect versions, which is why errors relating to them are so common.

How to fix it:

Don't try to solve the problem by downloading the missing DLL file from the web and copying it to the specified location, because this can make things worse. Instead, restart your computer and, if the error message appears again, run your antivirus software to check for malware, because this can often be the cause. Look in the Recycle Bin to see if the missing file is there and, if not, try rolling things back using System Restore. You can also try reinstalling the problematic program.

Another option is to open a Command Prompt window as an administrator, type `sfc /scannow` and hit Enter. This will repair important Windows files including DLLs. If none of this works, you can try registering the DLL file. Open a Command Prompt and type `regsvr32 [name of DLL file]` then reboot the computer.

**System thread exception not handled****What it means:**

This is another common Blue Screen (or Stop) error that can be caused by problematic programs and drivers. A message tells you that 'Your PC ran into a problem and needs to restart'. Windows will collect some data and then reboot.

How to fix it:

If the error occurs more than once, check the text next to the error message (before Windows reboots) to see if it provides the name of the file that caused the problem. If it's listed, search Google to find out what it is, then look to see if there's a newer version available. If it's a driver, check the manufacturer's site or use a tool such as IObit Driver Booster 3 Free (bit.ly/driverbooster389) to install the latest version.

**WINDOWS 10
UPGRADE ERRORS**

Thinking of upgrading to Windows 10? Watch out for these potential errors and take a look at Microsoft's own page at bit.ly/w10errors389 for further advice

0x80073712

A file needed by Windows Update could be missing or damaged.

0x800F0923

A program or driver is not compatible with Windows 10.

0x80200056

The upgrade process was interrupted. Try again.

0x800F0922

Your PC was unable to connect to the Windows Update servers. Check your internet connection and try again.

0xC1900208 – 0x4000C

An incompatible app on your PC is preventing the upgrade process from completing.

**0xC1900200 –
0x20008/0xC1900202 –
0x20008**

Your PC doesn't meet the minimum requirements for downloading or installing the Windows 10 upgrade.

**0x80070070 –
0x50011/0x80070070 –
0x50012/0x80070070 –
0x600**

Your PC doesn't have enough free hard-drive space to install the upgrade.

NEXT ISSUE**on sale Wednesday 10 February 2015****Beat web censorship**

We reveal how to unblock all the content that they don't want you to see

CENSORED**PLUS...****RECOVER LOST MESSAGES**

Get back texts and emails you've accidentally deleted

ANDROID WITHOUT GOOGLE

Use your phone or tablet without losing your privacy

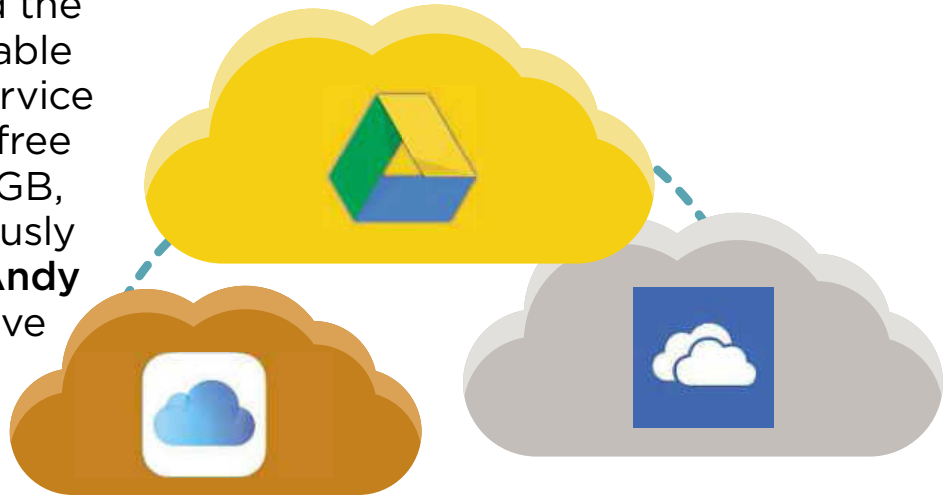
HIDE YOUR PRIVATE FILES

Stop anyone accessing your confidential data

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Best online storage services

Microsoft has changed the amount of space available in its online storage service OneDrive, slashing its free option from 15GB to 5GB, and capping its previously unlimited tier to 1TB. **Andy Shaw** compares it to five other online storage services to find out how OneDrive ranks against them



Google Drive | From free for 16GB | drive.google.com | ★★★★★
FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★ VALUE FOR MONEY ★★★★★

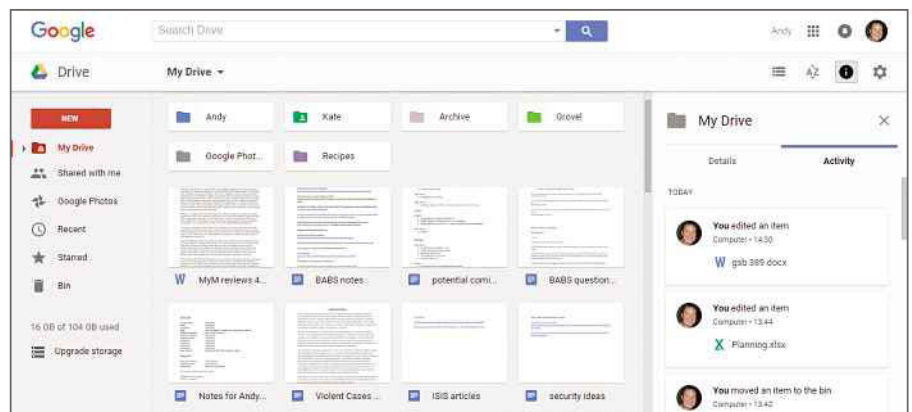
WebUser
GOLD
AWARD

What we liked:

Google Drive has dominated cloud storage since it launched back in 2012. As it stands today, its free option has the second largest space allocation of the free services we've reviewed here, though its 16GB is some way behind Mega's whopping 50GB. It carries this excellent value for money into its paid versions, with £1.36 per month buying you 100GB of space.

Google is the only service that allows for a significant increase in available storage space, with sensible steps in between. You're unlikely to want to pay £204.41 per month for 30TB of storage but, if you did need that much, it's a simple matter of increasing your plan rather than having to switch to a completely separate service. Before you get to this extreme, there are smaller and cheaper increments available, including 1TB, 10TB and 20TB.

Syncing files from your computer is very straightforward. The best way is to download the software, which adds a sync folder to your user account and pins it to Explorer's Favourites section. Anything that changes or is copied into the folder is replicated online. You can set the software to sync all or just some



of the folders in your storage area, which is handy if you use more than one PC and don't, for example, want your work files replicated at home.

Google Drive's mobile services are up to the expected standard, and work well on both Android and iOS devices. You can access all your files with ease and there are apps for editing both documents and photos.

The website is equally accessible and lets you arrange and view files in a variety of ways; look up plenty of information about individual files; and view and restore old versions.

How it can be improved:

Google's broad range of services can

sometimes suffer from being too interconnected. For example, you may have no intention of using Google Photos, but you'll still find it lurking in your Drive interface. Its mobile service is somewhat inconveniently spread across a lot of apps, with different software needed to edit different types of files.

OUR VERDICT

Google Drive is a great way to store files online and access them from any device, whether it's a PC, an Android phone, a Chromebook or an iPad. It also provides a vast range of viewing and editing tools.

Microsoft OneDrive | From free for 5GB | ★★★★★
onedrive.live.com | FEATURES ★★★★★ PERFORMANCE ★★★★★
 EASE OF USE ★★★★★ VALUE FOR MONEY ★★★★★

WebUser
SILVER
AWARD

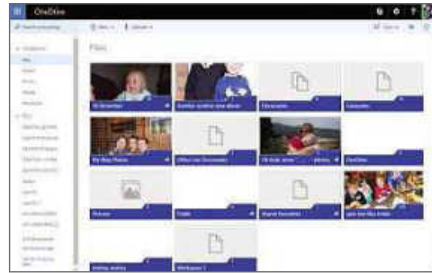
What we liked:

Microsoft's new storage limits sound like bad news but it's still offering the same amount of free space as Apple and Amazon, and 3GB more

than Dropbox. If you're already a OneDrive user, you can even maintain your existing free allowance of 15GB by visiting bit.ly/oned389.

If you use a Windows PC, you'll find OneDrive's integration into Explorer is seamless. Sign into Windows using a Microsoft account and your files will be synced for you. You don't even need to install software because it works like another drive, which is about as simple as you can get. The web version is also well presented, easy to use and ties in well with Microsoft's online office tools.

If you need a lot of space and use Microsoft's Office software, it's worth exploring the Office 365 combination. The annual fee of £79.99 sounds steep but it's reasonable value for money if you consider the more than ample 1TB of OneDrive storage that comes with it.



How it can be improved:

Microsoft has become less generous with OneDrive, switching off its Unlimited option and reducing the free storage available to new users to 5GB. Also, its 50GB tier costs more than twice the price of Apple's.

OUR VERDICT

While the cut in free storage space is disappointing, OneDrive remains a serious contender, especially if you mostly use Windows. It integrates well with PCs and, if you also use Office, it can be combined in a great-value bundle.

Apple iCloud | From free for 5GB | ★★★★★
www.icloud.com | FEATURES ★★★★★ PERFORMANCE ★★★★★
 EASE OF USE ★★★★★ VALUE FOR MONEY ★★★★★

WebUser
BRONZE
AWARD

What we liked:

It's not often you can use the word 'inexpensive' in an Apple review but – hold on to your hats – iCloud is good value for money. It has a standard

5GB cap on the free option but is an affordable 79p per month for 50GB, offers 200GB for £2.49 per month, and peaks at £6.99 for 1TB, matching Google Drive throughout.

As you might expect, users of Apple devices benefit the most from the service, which is well integrated into iOS devices and Mac computers. But it mirrors Google's sync integration with Explorer, so Windows users can still work well with the storage space. It also adds an iCloud Photos folder, which is handy for syncing photos from an iPhone or iPad. This isn't much use for Android users but, thankfully, you can just unpin it and forget about it.

How it can be improved:

Apple's storage quota includes access



to its other iCloud services, including its online office suite and other apps that sync with Apple products such as Calendar, Mail and Reminders. However, there are no official Android apps, so it isn't ideal if you use a mix of devices.

OUR VERDICT

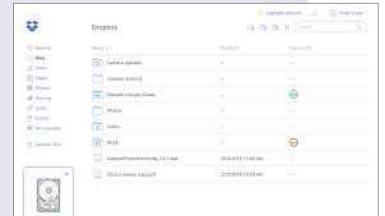
If you use iOS rather than Android, iCloud is an obvious choice because it's built with your devices in mind. PC users might also find its affordable storage options too good to pass up, though Apple doesn't produce apps for Android devices.

BEST OF THE REST

Dropbox

www.dropbox.com

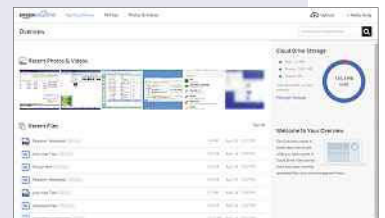
We love Dropbox but its free option (2GB) is too small and the next step up (1TB for £7.99 per month) is too expensive. It desperately needs middle-ground, cheaper options between the existing free and paid-for prices. However, if you want the slickest, most focused online storage out there, Dropbox is still the best there is.



Amazon Cloud Drive

www.amazon.com/clouddrive

Originally launched to let users of its mobile devices back up their photos, Amazon Cloud Drive can be used on most devices and comes with software you can install to keep your PC's folders in sync.



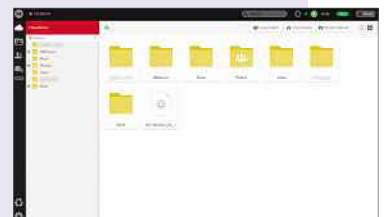
However, it isn't as sophisticated as the tools provided by our award-winners, and merely offers simple storage without all the extras such as online office suites.

Mega

www.mega.co.nz

This encrypted storage service started out under the watch of internet maverick Kim Dotcom, though

he's since been ousted by a hostile takeover.



The service hasn't changed much since his departure, though, maintaining its outstanding 50GB of storage space for free. However, if you need a lot of storage space, Google Drive, iCloud, OneDrive and even Dropbox offer cheaper alternatives by the time you get to 1TB.

Recover lost and stolen devices

If your beloved phone, camera or bike has gone missing, don't despair – there's still a chance you could get it back. **Robert Irvine** reveals the methods most likely to succeed

Track down your stolen camera

Losing an expensive camera can be devastating, especially the thought that someone else could be using *your* snapper to capture *their* happy memories. Fortunately, the thief's arrogance could also be their downfall, because your camera contains a unique serial number that appears in the EXIF metadata of every photo it takes. Once the person now in possession of your camera (who may, to be fair, not realise that it's been stolen) shares an image online, that serial number will be posted with it, which is where Stolen Camera Finder (www.stolencamerafinder.com) comes in. This ingenious free service trawls the internet searching for photos and collecting the serial numbers of the cameras that took them. When you upload an image to the site that was captured with your lost camera, Stolen Camera Finder detects the serial number and displays matches from its database, complete with details of where the photos are being hosted – for example, on Flickr. You can then contact the photographer and ask them politely but firmly to return your camera.

Stolen Camera Finder isn't perfect –



You can post details of your lost camera, or one you've found, on the global map

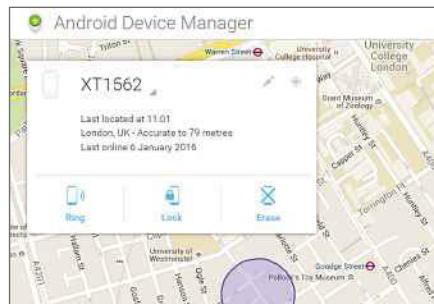


Stolen Camera Finder uses EXIF data to find matching photos online

some sites, including Facebook, strip EXIF data from uploaded photos, and not all camera models (and no phones) are covered. It also charges £4.99 for Pro features such as unlimited searching and email alerts for when a picture taken with your camera is shared online. However, it's worth a try if you're desperate to recover your camera or if you've bought a second-hand one and want to make sure it's not 'hot'. We particularly like the option to post details of your lost camera on a global map, in case another user comes across it.

Locate, lock and wipe your device remotely

Both Apple and Google now offer built-in tools that let you find your



Use Android Device Manager to find, lock, erase and even ring a lost phone

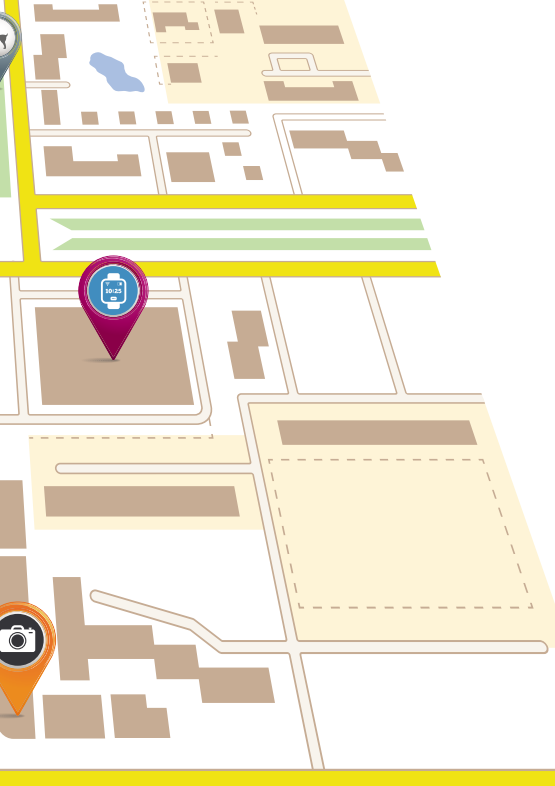
Android or iOS device if it goes missing and prevent anyone else from using it. To activate this feature on an iPhone or iPad, go to Settings, iCloud, tap Find My iPhone and ensure the slider is set to 'on'. If your device is lost or stolen, sign into www.icloud.com/find on any other device to view its current (or last online) location on a map. You can then remotely turn on Lost Mode to lock your device with a 4-digit passcode, or wipe its data by choosing Erase iPhone or iPad.

For Android phones and tablets, there's the similar Android Device Manager, which lets you trace your device through android.com/devicemanager. As well as using the Lock and Erase options as required, you can ring your lost phone in case it's still in the immediate vicinity – such as down the back of the sofa!

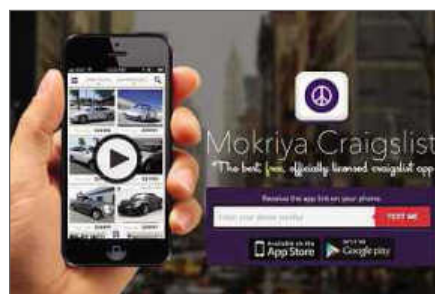
Stop thieves using or selling your phone

As with cameras, all mobile phones have a unique identifier called an IMEI (International Mobile Station Equipment Identity) number. This 14- to 16-digit serial code provides information about your handset's manufacturer, model and specifications, and also allows you to disable or potentially recover a stolen or lost phone. For this reason, you should find out what your IMEI is before disaster strikes. It's usually printed on a label under the battery or on the SIM tray, and you can also view it on screen by pressing *#06#.

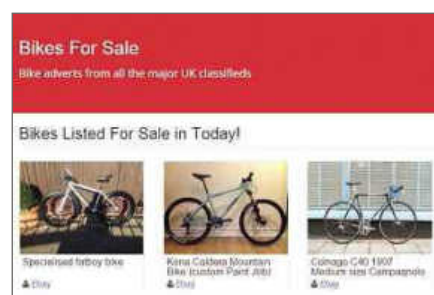
If your phone is stolen, report the theft to your mobile operator or the police who will add the IMEI to a blacklist. This renders it useless because it will be unable to make and receive



Recover lost devices



Mokriya Craigslist can alert you if your stolen device ends up on the lawless site



As well as reporting your bike as stolen, you can check new ads on classifieds sites

calls, or send messages, and the thief won't be able to flog it to phone-recycling services and through online marketplaces including eBay, which require the seller to provide the IMEI. You can check if a phone you've bought or are thinking of buying is blacklisted using CheckMend (www.checkmend.com/uk). For a one-off fee of £1.99, this will tell you if the handset is currently or has ever been blocked; if it's been reported as lost or stolen; if it's had multiple users; and if it's been recycled or refurbished.



CheckMend tells you the history of a handset based on its IMEI number

Look on online marketplaces

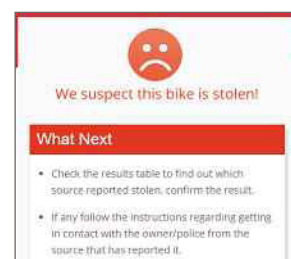
Most stolen goods are quickly resold and there's a chance that the thief may be brazen enough to use a well-known online marketplace such as eBay, Gumtree or Craigslist to do so. It's definitely worth searching for your lost device on these sites, and using filters to show the most recent listings, used items only and nearby sellers (if you believe it was pinched locally). Also look carefully at sellers' other current and previous listings to see if they ring any alarm bells – for example, why would someone be flogging so many second-hand phones? If you think you've nailed

the culprit, contact them first – it's possible they may have obtained your device without realising it was stolen – and keep a record of all your correspondence. If they prove unhelpful or unresponsive, then report the incident to your local police (if you haven't already), including details of the date, time and location of the theft, and ensure you obtain a crime-reference number. Both eBay (bit.ly/ebaystolen389) and Gumtree (bit.ly/gumtreestolen389) promise that they will “always assist in a criminal investigation received from Law Enforcement” and “give evidence in court if necessary”. Unfortunately, the poorly moderated Craigslist is a law unto itself, especially because it doesn't have a UK office, but you can still notify the police if you spot your stolen device. There's also an Android and iOS app called Mokriya Craigslist (craigslist.mokriya.com), which watches the site for specific items and notifies you when it finds them.

Report and find a stolen bike

A recent survey by CCTV.co.uk found that bikes were the most stolen items in the UK in 2015, overtaking mobile phones, with one nicked every 67 seconds. They're also among the most difficult to recover, although you might

get lucky using Stolen Bikes (stolen-bikes.co.uk). This excellent free service takes a three-pronged approach to uniting cyclists with their wheels. Firstly, it lets you report your bike as stolen, including details of manufacturer, model, colour and frame number, a full description and as many photos as you like. The site will then share the info and offer advice to maximise your chances of getting back your bike. Secondly, you can use the Find That Bike section to view the latest bike listings on eBay and Gumtree, in case that's where yours has ended up. Finally, you can ensure you don't inadvertently purchase a stolen



Look up a frame number to find out if the bike you're thinking of buying is stolen

bike, by looking up its frame number and comparing it against stolen-bike registers across the country. Stolen Bikes won't

recover your bike for you – that's still a matter for the police – but it helped more than 1,000 cyclists get back in the saddle last year. ■

REGISTER YOUR DEVICE ONLINE

UK property register Immobilise (www.immobilise.com) goes straight to the top when your devices go missing – it's used by the police to identify thousands of items of lost and stolen property every day. Registered items are also checked against the stolen goods database CheckMEND (see left), reported to the second-hand trade and issued with police reports, which makes it much easier to claim insurance.

To register your phone or tablet for free, create a secure Immobilise account and enter your device's IMEI number. To register a laptop, PC, camera or other gadget, enter its serial number along with details such as its make, model and specifications, and upload photos of it.

If your item has already been lost or stolen, you can still register it on Immobilise. Tell the service it's lost, provide as many details as possible and the site will make the information available to all UK police.



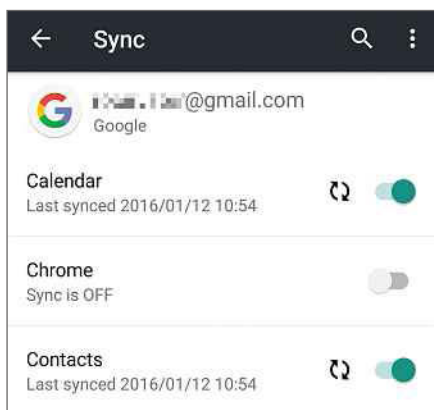
MOVE ALL YOUR DATA TO A NEW PHONE

It's easier than you think to transfer contacts, messages and media files from an Android phone to an iPhone, and vice versa. **Robert Irvine** explains how to migrate your data for free

COPY YOUR CONTACTS

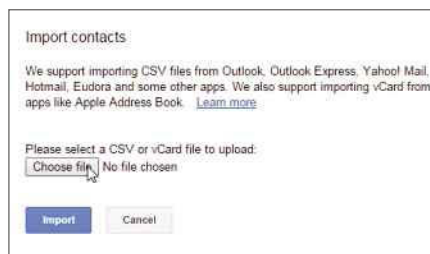
Google and Apple both store your contacts in the cloud, which makes it easy to transfer names and numbers from Android to Android, or from iOS to iOS – just log into your account on the new device to load the data.

You can move contacts that aren't stored on your SIM card from an Android phone to an iPhone via your Google account. Go to Settings on your Android device, tap Accounts (or 'Accounts and sync') and select your Google account. Ensure the Contacts option is selected in the list, then tap the three-dot icon in the top-right corner and select 'Sync now'. On your iPhone, go to Settings, select Mail, Contacts, Calendars and tap Add Account. Choose Google or Gmail in the list, sign into your Google account and ensure Contacts is selected to sync with your new phone.



You can also use Mail, Contacts, Calendars to transfer contacts from an iPhone to an Android phone – just add and sign into your Google account to sync the data. If this doesn't work, choose iCloud in the Accounts list and select Contacts to merge your iPhone's contacts with iCloud. Log into www.icloud.com in your browser on your computer, click Contacts, click the cog icon and choose Select All. Click the cog again and choose Export vCard to

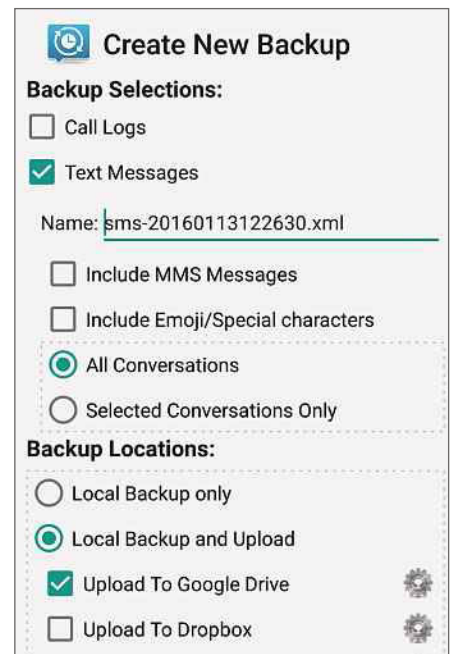
download your contacts as a VCF file. Once this is done, go to Google Contacts (contacts.google.com), click More and then 'Leave the contacts preview' – the new version doesn't yet support importing files so you'll need to revert to the old one. Click Import Contacts, 'Choose file', select the VCF file you exported from iCloud and click Import. Your iOS contacts will now be available on your new Android phone.



If neither method proves successful, try My Contacts Backup, a free app for iOS (bit.ly/mcbios389) and Android (bit.ly/mcbandroid389) that makes it easy to transfer your address book in either direction. Sadly, it isn't available for Windows Phone, but if you're moving to or from a Microsoft device, you can use PhoneSwappr (www.phoneswappr.com) to transfer your contacts. It works with Android, iOS and Windows Phone, but you need to pay 79p to download your contacts to the new phone.

MOVE YOUR MESSAGES

One of the downsides to getting a new phone is that you lose all the messages



stored on the old one. Carbonite's excellent free app SMS Backup & Restore (bit.ly/smsbackup389) solves this problem by letting you copy texts from one Android phone to another via an online storage or webmail service. Install the app on your old phone, tap Backup and decide whether to only save standard texts or to also include multimedia messages, conversations and call logs. At the bottom of the Create New Backup screen, select 'Local Backup and Upload' and choose where to upload your data from options including Google Drive, Dropbox, Gmail,

COPY DATA USING MOTO MIGRATE

Moving data to a new Motorola phone couldn't be easier, thanks to a useful tool called Migrate, which comes pre-installed on Moto devices. To transfer contacts, messages, call logs, photos, videos and music from

your old Android phone, download the Migrate app (bit.ly/migrate386) and scan the QR code with your new phone's camera. Use Migrate to import contacts from an old iPhone by logging into your iCloud account.

Move your mobile data

much easier to move between mobile platforms than contacts and messages, and there are several methods to choose from. For example, you can connect your old phone to your computer, copy the files over, then connect the new phone and copy them to it. You'll need to use iTunes (or a third-party program) to sync photos with your iPhone, but with an Android device, you can usually drag and drop the files to and from your PC or Mac.

Another method is to use a dedicated app such as the brilliant free Copy My Data (copymydata.com), which lets you easily transfer photos and videos from Android (bit.ly/copyandroid389) to iOS devices (bit.ly/copyios389), and vice versa, over your Wi-Fi connection, without needing to use a computer.

Last but not least, you could use a media-storage service such as Google Photos (photos.google.com) or Flickr (www.flickr.com) to sync your files across your devices. Both services offer free apps for Android and iOS that you can use to detect, organise and upload all the photos and videos stored on your phone so they can be accessed from anywhere. ■

Copy My Data



Outlook.com and Yahoo Mail. Log into your account with your chosen service and tap OK to back up all your messages and other selected data.

Next, install SMS Backup & Restore on your new Android phone along with the app for the relevant storage or webmail service. Open the latter, find and tap the backup file, and choose to restore it using SMS Backup & Restore. Tap Restore and all your saved texts will be saved to your default messaging app. Note that on versions of Android later than 4.4 (KitKat), you'll need to set SMS Backup & Restore as the default app to perform the transfer, but you can switch back to using Android's standard Messaging app once this is complete.



You can also use SMS Backup & Restore to transfer messages from iOS to Android, but be warned that it's not as straightforward. First, you'll need to connect your iPhone to iTunes on your computer, right-click it in the Devices list and choose Back Up. Locate and open the backup folder – on a PC, this will be the newest one stored in:

C:\Users\[username]\AppData\Roaming\Apple Computer\Mobile Sync

On a Mac, you'll find it in:

~/Library/Application Support/MobileSync/Backup

Search for a file named: 3d0d7e5fb2ce288813306e4d4636395e047a3d28 (or 'sms.db', if you're lucky). To make things easier, you can copy and paste this from our Page-by-page links for Issue 389 at bit.ly/page389. Drag the backup file to your Desktop, then connect your Android phone to your computer and copy the file to its internal memory or SD card. Next, install the app iSMS2droid (bit.ly/ism389), tap Select iPhone SMS Database and select the iOS backup file to convert your text messages to an Android-compatible format. Finally, open SMS Backup & Restore, tap Restore and locate the converted file to import your iPhone texts. Well, we warned you it wasn't going to be easy!

To copy messages from Android to iOS for free, along with other useful data, you can use Apple's 'Move to iOS' app (see boxout, below).



TRANSFER MEDIA FILES

Because photos and videos aren't tied to your mobile operating system, they're

MOVE TO BUT NOT FROM IOS

Late last year, Apple released the controversial app 'Move to iOS', which lets you wirelessly transfer contacts, messages, photos, videos, mail accounts and more from your Android phone or tablet to an iPhone or iPad. This hasn't proved popular with reviewers on Google Play, not only because of Apple's perceived gall in trying to lure Android users to

its devices, but because many users claim it simply doesn't work. Its 2.3 out of 5 rating on the store includes more than 36,000 one-star reviews, although many of these are from Android loyalists! It was rumoured at the beginning of January that Apple was planning an equivalent 'Move to Android' app for iOS users – a claim that it subsequently denied.

Broadband Deals

Call **FREE** on **0800 083 2357** to switch your broadband

	Provider	Package name	Monthly price	Contract length	Broadband speed	Allowance	First-year cost*
1		TalkTalk: Broadband	£7.50 (FREE for 18 months)	18 months	17Mbps max speed	∞ unlimited	CHEAPEST £0.00
2		Plusnet: Broadband	£9.99 (FREE for 12 months)	18 months	17Mbps max speed	∞ unlimited	£0.00
3		Sky: Broadband	£10.00 (FREE for 12 months)	12 months	17Mbps max speed	∞ unlimited	£0.00
4		EE: Broadband & Calls	£9.95 (£1 for 12 months)	12 months	17Mbps max speed	∞ unlimited **	£12.00

Terms & Conditions apply - see ISP sites for details

*First-year cost does not include line rental. Cost is calculated at monthly price x12 with all introductory offers subtracted. Additional charges incurred outside of free inclusive calls not included in first-year cost.

** Fair-usage or restriction policy applies.

Data supplied by www.broadbandgenie.co.uk. Correct as of 15 January 2016.

Ofcom

Broadband Genie's helpline is powered by Simplify Digital, the Ofcom-accredited switching service

In the next issue of our sister title Computeractive...

**SNEAK
PREVIEW!**

Computer active

- **UNINSTALL WINDOWS APPS & TOOLS**
- Get rid of Microsoft's built-in PC clutter
- Clone a hard drive in Windows 10
- Compress over 180 file types
- Test your home's broadband speed
- **PLUS:** Shocking eBay security flaw exposed – is it still safe to use?



Subscribe at www.getcomputeractive.co.uk

**On sale
Weds
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Take a Screen Break

Give your eyes a rest from your computer by taking our fiendish fortnightly challenges. Can you unravel our security-themed word search and guess our TV-show emoji?

WEB USER WORD SEARCH

Can you find the following security software companies in the grid on the right? Names may appear vertically, horizontally or diagonally, and forwards or backwards

AVAST
AVIRA
BITDEFENDER
BULLGUARD
EMSIOSOFT
KASPERSKY
MCAFEE
NORTON
PANDA
SOPHOS

C	P	M	S	R	K	K	F	B	B	B	F
J	H	T	C	O	E	A	I	W	I	U	V
U	B	A	N	A	H	S	J	T	L	L	U
G	R	O	O	I	F	P	D	F	D	L	Z
G	U	I	R	Z	W	E	O	O	A	G	M
Z	A	Y	T	A	F	R	E	S	R	U	I
G	M	S	O	E	L	S	T	I	I	A	H
J	A	D	N	A	P	K	H	S	V	R	J
V	B	D	Q	L	S	Y	O	M	A	D	A
U	E	F	P	O	J	M	E	E	R	V	S
R	N	C	E	P	W	C	H	L	E	W	A
A	D	O	S	Y	E	I	D	Y	Y	D	S

CAN YOU IDENTIFY THESE CLASSIC TV SHOWS FROM THE EMOJI?

1



2



3



4



Get the answers online at www.bit.ly/quiz389

COMPETITIONS

WIN 1 OF 6 Devolo Powerline Adapter Starter Kit

Devolo's dLAN 1200+ Powerline Adapter Starter Kit makes it easy to build a fast, reliable home network, and can hit speeds of 1,200Mbps. It lets you expand your internet connection using your electrical sockets instead of trailing wires through your house. To enter, email your address to webusercomp@dennis.co.uk with 'devolo' in the subject line. For more information visit www.devolo.com/uk and follow @devoloUK on Twitter.



WORTH
£109.99
EACH

WIN 1 OF 3 Peli iPad Air 2 Cases

Designed for outdoor activities, Peli's Voyager case's dual-layer protection, which includes strong polycarbonate and shock-absorbing silicon, keeps your iPad Air 2 safe from drops of up to four feet. Its kickstand makes typing and watching videos easier. To enter, email your address to webusercomp@dennis.co.uk with 'voyager' in the subject line. Visit www.pelimobileprotection.com for more info and watch the YouTube video at bit.ly/voyager389.



WORTH
£52.99
EACH



Practical WebUser

16 pages of workshops, tips, projects and problem solving

Access your Android devices remotely | www.teamviewer.com

Remote-access tool TeamViewer has been updated to let you control your Android phone and tablet from anywhere. Here's how to use it

TeamViewer lets you access and take control of any computer, anywhere on the planet – with the owner's permission, of course. It's great for helping to fix other people's PC problems (instead of guessing what's wrong, you can see it for yourself), and you can use it to copy files between computers and other devices. The latest version of TeamViewer can provide

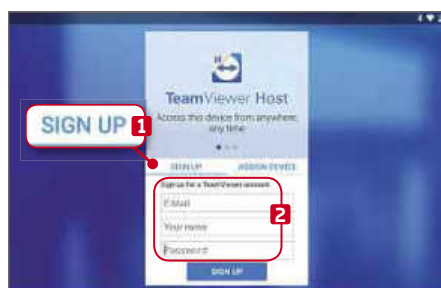
unattended Android access, so if you've accidentally left your phone or tablet at home, you can use the software to access it remotely and perform tasks such as killing misbehaving processes, switching wireless connections and uninstalling apps. The most useful new feature is that you can now use TeamViewer to copy files to and from the mobile device, too.

SYSTEM INFORMATION

The Dashboard shows real-time information about the device, including CPU load, memory usage, battery life and storage space

DEVICE DETAILS

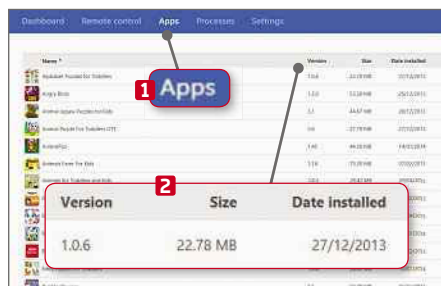
The Dashboard also displays useful information such as the manufacturer and model, the version of Android the device is running and its network connections



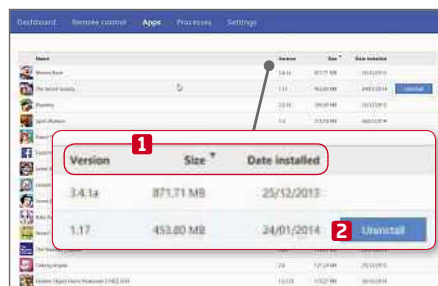
1 There are several TeamViewer apps for Android. You need to install the TeamViewer Host (bit.ly/host389) on your phone or tablet, and the TeamViewer program on your PC. Launch the app and sign up for a free TeamViewer account. Tap Sign Up **1** and enter an email address, username and password. **2**



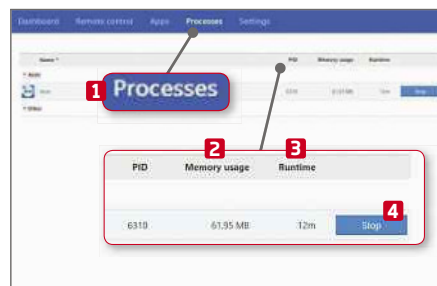
2 Sign in on your Android device, then open a web browser on a computer and go to <https://login.teamviewer.com>. Log in with your account details and you should see your Android device listed. **1** If you have more than one device with TeamViewer installed, you'll see those as well. Click Connect. **2**



3 The Launch Application box opens. Select the TeamViewer 11 program and click OK. TeamViewer opens and displays a Dashboard for your phone or tablet. Click Apps **1** and TeamViewer will list the apps on your device, and provide details on each one's version number, size and the date installed. **2**



4 You can sort the apps list by name, version, size and date, **1** which is handy if the list is long. You can remotely remove unwanted apps on the device from this screen, too. Hover your mouse over an item and click the Uninstall button. **2** You still need someone to OK the action on your device, though.



5 Click Processes **1** to see a list of system processes running on your device. Click 'Memory usage' **2** or Runtime **3** to sort the list by size or age. Hover your mouse over the list of items and you'll be able to remotely terminate **4** any you don't want running. Make sure it's safe to do so.

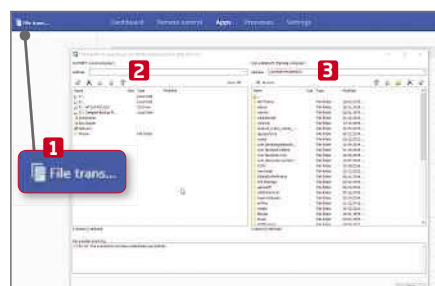


SETTINGS
This screen provides details on all the Wi-Fi networks stored on the device and lets you edit them

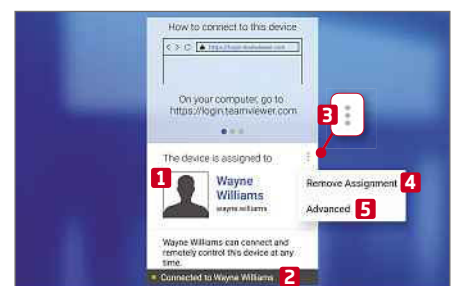
FILE MANAGER
As well as copying files between devices, you can use the File Manager to create new folders and delete unwanted items



6 If you're accessing a tablet, you'll see a 'Remote control' **1** option for remotely viewing and controlling your device. Click the tablet image. A message appears on your device asking permission to display the screen. Grant this and the tablet's display will be mirrored to the program. Not all tablets allow this.



7 One of the most useful tools is the remote File Transfer. Select this option **1** to open a file manager. You can browse your computer on the left **2** and explore your device's storage on the right. **3** Click and drag to move content between the two locations.



8 On the remote device, you'll see who the app is assigned to **1** and who it's connected to. **2** Tap the three-dot icon **3** to open the Options menu. You can remove the assignment (prevent future remote access). **4** Advanced **5** lets you enable UDP (User Datagram Protocol) for better network performance.



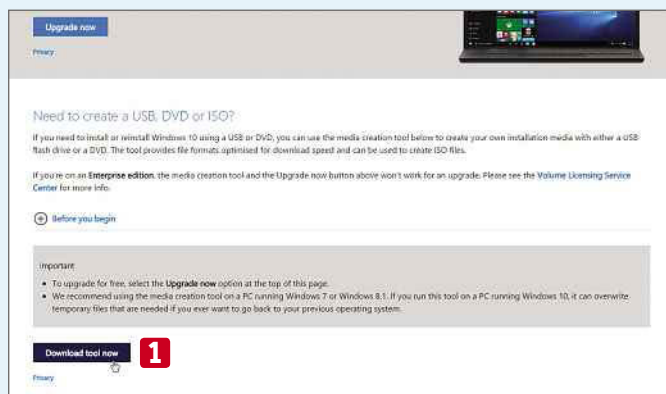
Create a portable version of Windows 10 for free

AOMEI Partition Assistant: bit.ly/partition389 | ⌚ 60 mins | 🖥️ XP, 7, 8, 10

A bootable version of Windows 10 on a portable USB drive is a very handy tool to have around. It allows you to try the operating system on your own PC, before committing to installing and running it full-time, or you can simply use it as a personal version of Windows, containing your own software and settings, that you plug in and run from any other PC (such as at work or when visiting friends and family).

One of the quickest and easiest ways of doing this is to use AOMEI Partition Assistant's Windows To Go tool. It's compatible with both Windows 8 and Windows 10 – you just need a disc or ISO image of the version you want to use.

We'll also take a quick look at Partition Assistant's other bootable tool, called Make Bootable Media, which offers a stripped-back Windows PE-based console that lets you make a copy of your hard drive's contents.



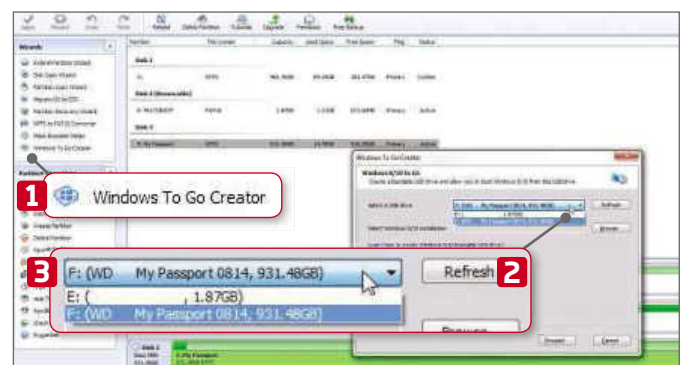
1 You need a Windows ISO file to create a bootable version. Visit bit.ly/windows389 and click 'Download tool now'. **1** Run the Windows 10 Media Creation Tool, accept its license terms and choose 'Create installation media for another PC'. Click Next and make sure the correct options are selected.



2 Click Next, then OK. The program asks how you want to save the operating system. Select 'ISO file' **1** and click Next, **2** choose where you want to save it and select Save. You can carry on using your PC while the Media Creation Tool downloads Windows 10.



3 The final screen warns that you need a product key to install Windows 10. **1** This is true if you want to use the OS without a watermark and access its Personalise settings, but you can skip the licence-key entry during installation and activate Windows later (if you decide you want to).



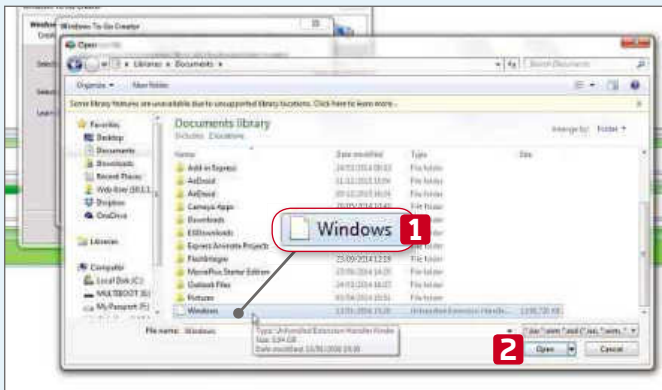
4 Click Finish, then download and install AOMEI Partition Assistant (bit.ly/partition389). Run the application and select Windows To Go Creator **1** in the Wizards sidebar. Insert a USB drive (see Expert Tip for size requirements), click Refresh **2** and select the drive from the drop-down menu. **3**



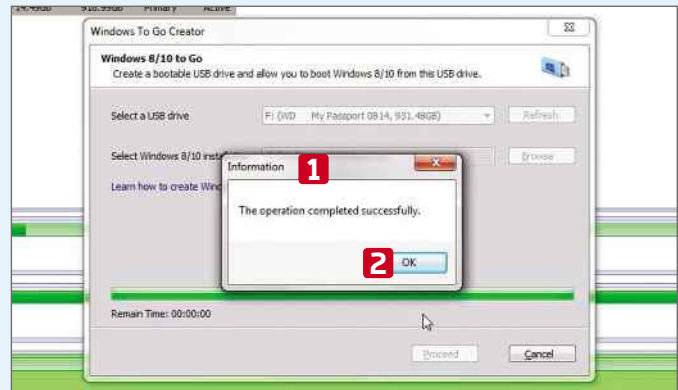
EXPERT TIP

Edward Munn says

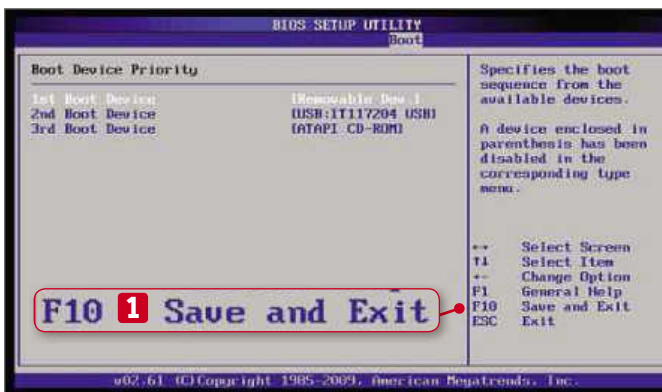
To create a Windows To Go bootable drive with AOMEI Partition Assistant, you need a USB drive with a capacity of at least 13GB. However, we found the tool extremely slow when we used a 16GB flash drive (indicating it would take more than 24 hours to complete!), so we recommend using a larger drive. With a 1TB WD My Passport Slim, the same process only took about 10 minutes.



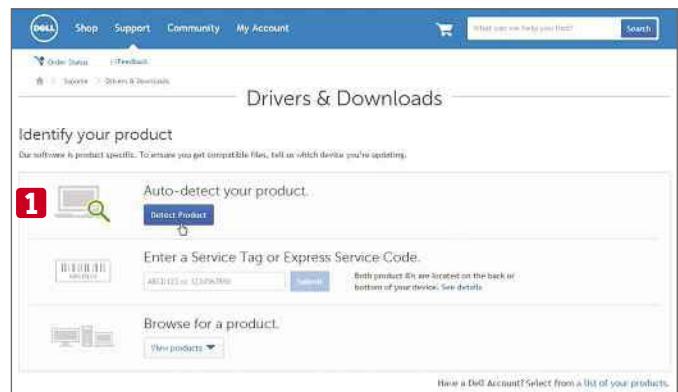
5 Click Browse, then Browse again, to navigate to the Windows 10 ISO file. **1** Select it and click Open, **2** then OK. Click Proceed and AOMEI warns that it will format your USB drive. Click Yes if you're happy that any important data you had on the drive is backed up elsewhere.



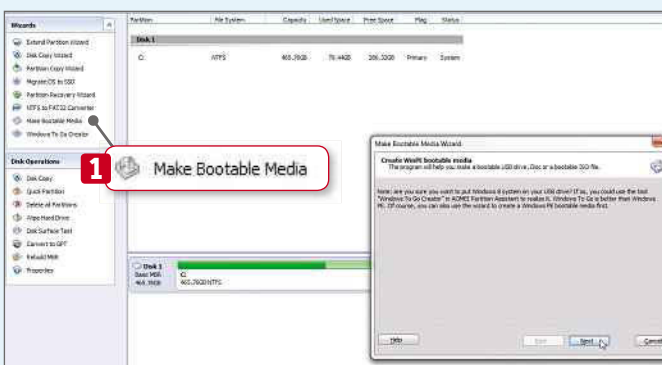
6 Once AOMEI has finished copying Windows to your USB drive, a window appears saying 'The operation completed successfully'. **1** Click OK. **2** The bootable USB drive is now ready to use. Restart your PC and enter its BIOS (you can normally do this by pressing F2 or F12).



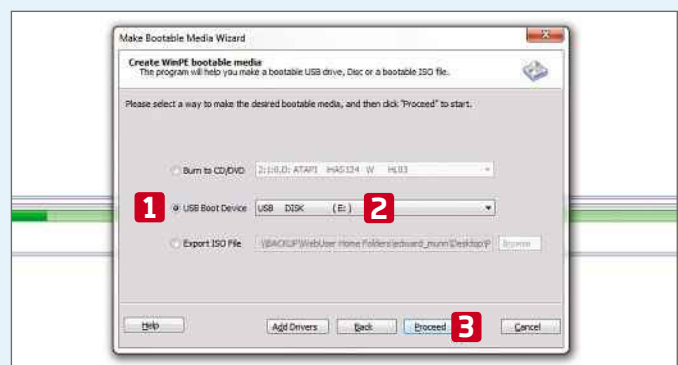
7 Navigate to the boot priority order page. If the USB isn't set as the primary option, change the settings accordingly, then save and exit the BIOS. **1** Your PC will boot from the USB drive and a Windows 10 setup screen appears. Follow the steps to finish preparing the OS on the drive.



8 If you're mostly going to use the drive on a single PC, we recommend downloading and installing any necessary drivers for it by visiting the manufacturer's website and searching for the appropriate model. **1** All drivers will be installed as normal and saved to the USB drive.



9 AOMEI Partition Wizard also lets you create a bootable Windows PE drive, which is invaluable if you need to rescue files from your hard drive when Windows won't start. To do this, insert an empty USB drive and click Make Bootable Media **1** in the Wizards sidebar.



10 From the pop-up screen, click Next, select USB Boot Device **1** and choose the drive on which you want to install Windows PE. **2** Click Proceed **3** and, once the wizard has finished, you can boot from the USB drive to run a light version of the AOMEI Partition Assistant.



Make your Android photos even better

Adobe's Lightroom app has been available for free on iOS for a few months and it recently became available for Android, too. This image-editing software is a step up from most photo-editing apps and provides advanced

tools to make the most of your pictures without having to move them from your tablet or phone.

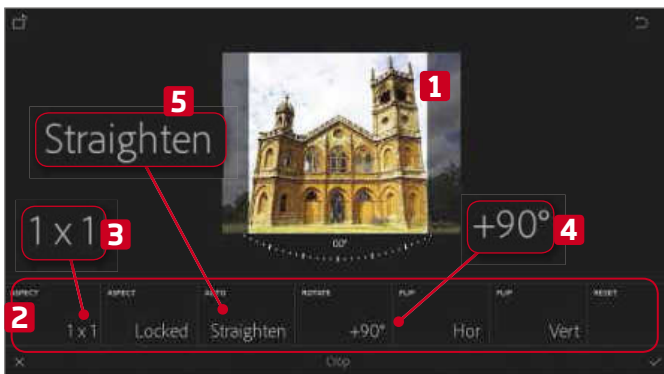
Adobe Photoshop Lightroom: bit.ly/lr389 | 10 mins | **Android 4.1+**



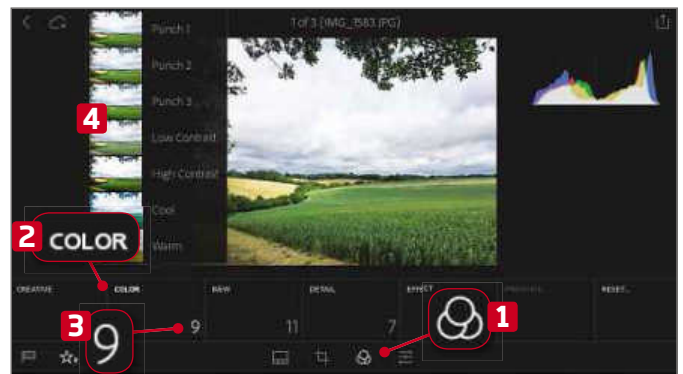
1 You need to send photos from your device to Lightroom's separate photo collection. Tap the three-dot menu button and select the Add Photos option. Tap the photos you want to import to select them, **1** then tap the tick in the top-right corner. **2**



2 Tap the folder and the thumbnail of the image you want to edit. You can flag **1** an image to remind you to work on it later, and choose a star rating **2** to help you keep track of your favourite images. Tap one of the four editing icons **3** to access the editing tool.



3 The first icon of the four selects the image. Use this if you want to switch to another picture to work on. The second is the crop tool. Drag the corners of the image box **1** to crop unwanted areas. The strip of tiles **2** in this section lets you change the aspect ratio, **3** rotate **4** or straighten **5** an image.



4 Tap the Colour icon, **1** then tap one of the tiles, such as Color **2** or B&W. The number on the tile **3** refers to the number of options available. A list of thumbnail previews appears **4** so you can get an idea of what the end result will look like. These are all automatic preset options.



5 For more control over the results, click the Sliders icon. **1** Here, you can tap one of the tiles to bring up a slider across the bottom of the image. **2** Drag your finger along it to control the extent to which the effect is applied. This allows for more subtle control over your edits.



6 To get your finished photo back out of Lightroom, tap the Share button, **1** then select Share **2** from the drop-down menu. You can choose an app you'd like to send the photo to, such as online storage or email.

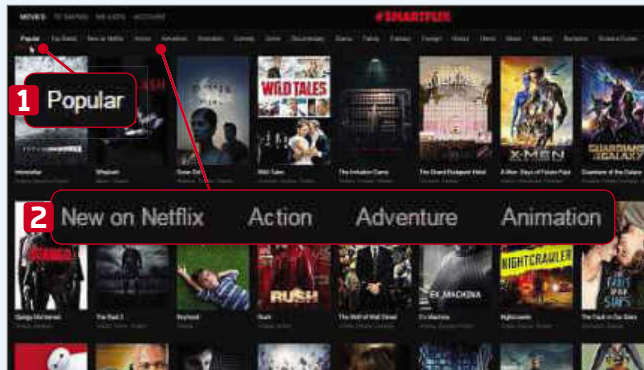


Beat Netflix's regional restrictions

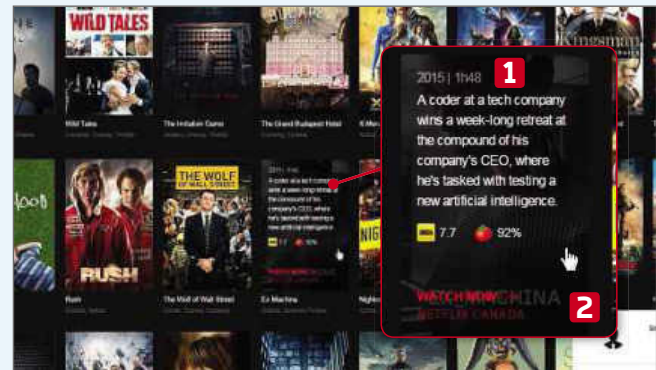
It can be very frustrating to find that the films or shows you want to watch on Netflix aren't available for your region. Smartflix is a new service that unlocks Netflix's impressive catalogue of on-demand movies and television from around

the world. You need a Netflix subscription to use the program, but otherwise there's no need to set up an account, and Smartflix is free to use while it's still in beta.

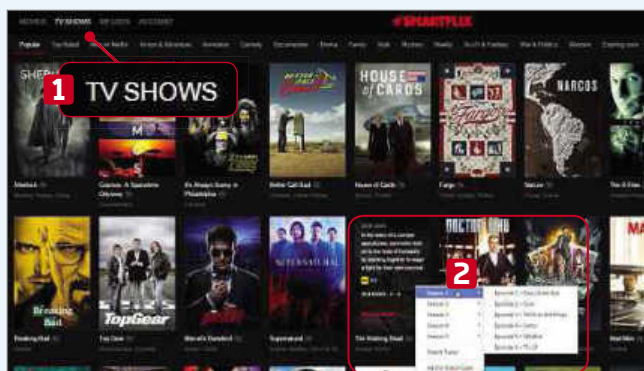
Smartflix: www.smartflix.io | ⌚ 10 mins | 🖱️ XP, Vista, 7, 8, 10 🍏 Mac OS X



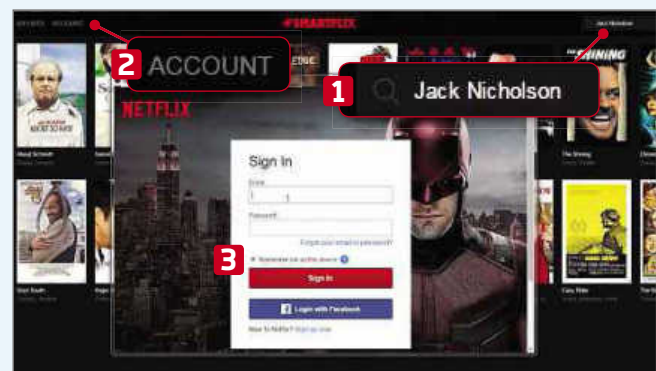
1 Download and install Smartflix, run the program and you can browse the full global catalogue of Netflix's films and TV programmes. The Popular **1** movies section loads by default, but you can use the menu to explore a range of other film categories including 'New on Netflix'. **2**



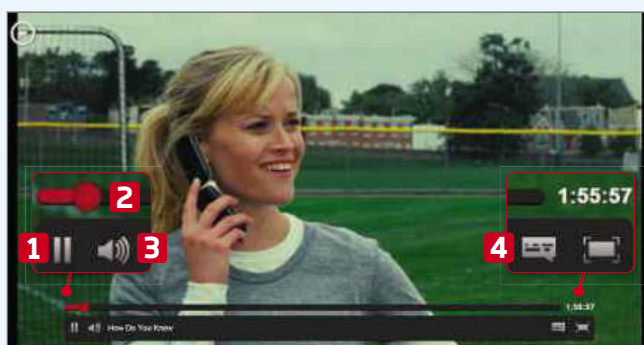
2 Hover the cursor over a title to see its release date, running time and description, **1** along with the region of Netflix it's hosted on. **2** Click to watch it or right-click to watch the trailer (or to add the movie to your watch list).



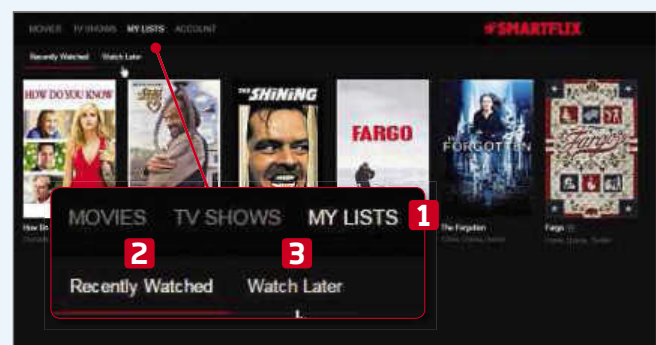
3 Select TV Shows **1** to explore TV categories including Documentary, Drama and Reality. Moving your cursor over a programme shows you which seasons are available, and right-clicking lets you choose the season and episode you want to watch. **2**



4 To find a specific film or programme, or one featuring a particular actor, use Smartflix's search bar. **1** Click Account **2** to sign into your Netflix account and leave the 'Remember me on this device' **3** box ticked if you want to skip the login process next time.



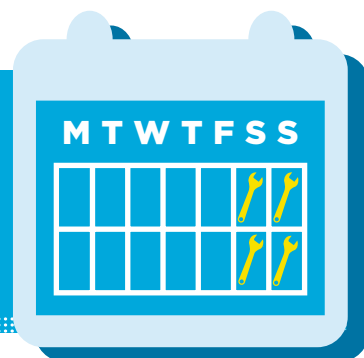
5 If you don't have an account, click Sign Up Now and follow the onscreen instructions to get a month's free subscription. Close the Account pop-up and select the film or programme you want to watch. You can pause, **1** skip forward, **2** adjust the volume **3** and view subtitles. **4**



6 Click 'Back to Browse' and select My Lists **1** to see a summary of your recently watched **2** content. Selecting Watch Later **3** lets you browse a list of any programmes or films you've added to your watch list.

Weekend Project

Get to grips with some serious PC DIY to boost your computer's performance



How to...

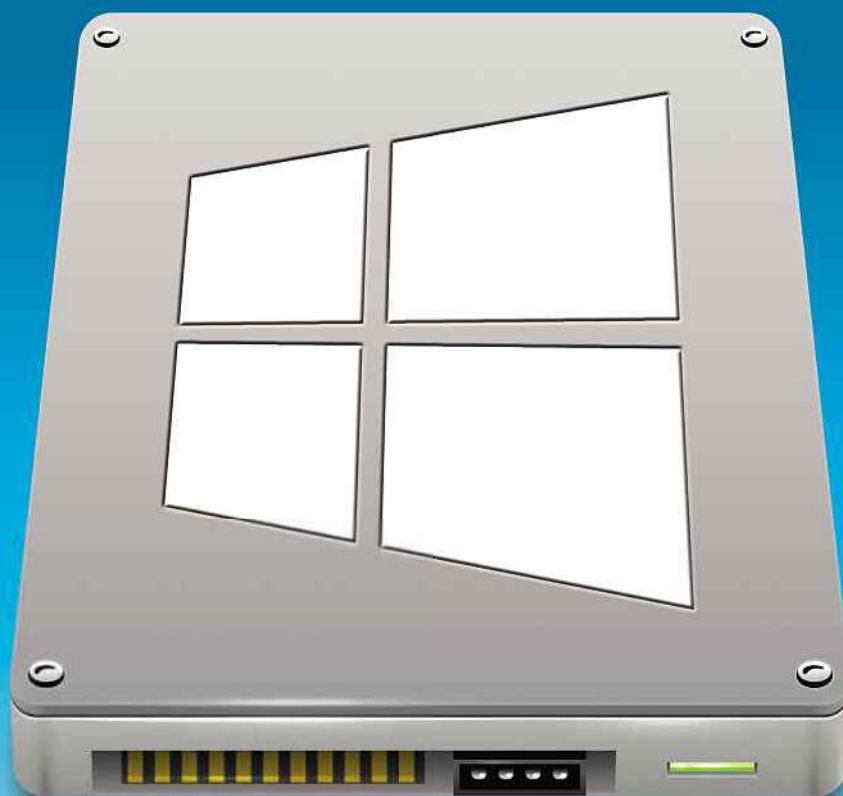
Make Windows 10 as fast as possible using an SSD

Upgrading your Windows 10 PC with an SSD can dramatically boost its speed. **Wayne Williams** shows you how to install it and set it up

There are a lot of simple upgrades you can perform to boost the speed of your PC.

In the past, the most popular (and cheapest) option was to pack your computer with more memory, although this was restricted by the number of available slots on your PC's motherboard and the operating system you were running. These days, transferring Windows onto an SSD (solid-state drive) will yield far greater speed improvements, and dramatically reduce the length of time it takes your PC to start up. In this issue's Weekend Project, we show you how to install an SSD and get Windows 10 to run as speedily as possible.

Most of the advice we've provided also applies to previous versions of Windows, which similarly benefit from being run from an SSD.



Why choose an SSD?

Like USB sticks and camera memory cards, SSDs use flash memory. This means they are significantly faster than traditional hard drives because they store their data on memory chips, which provide almost instant access to any section of the drive. Traditional hard drives use a movable mechanical arm with a read/write head to access information from a spinning platter,

which is a much slower process.

If you move Windows and your installed programs from a hard drive to an SSD, your computer will feel like it's been turbo-charged. Instead of waiting minutes for your PC to boot up, you'll be able to use Windows in seconds. Your applications will load significantly quicker, and the drive's read and write speeds will also improve.

Windows 10 is a speedy operating

system as it is, but if you install it on an SSD, you'll really notice the difference.

What to buy

SSDs have some drawbacks. In theory, they have a shorter lifespan than hard drives because the MLC (Multi-Level Cells) memory chips that make up an SSD can only be written to a set number of times. They're also more expensive: while a 2TB hard drive might set you



Choose an SSD from a manufacturer that you trust, such as Crucial



Some SSDs come with their own software and extra connection equipment

back £60, the SSD equivalent is likely to cost upwards of £500.

Unless you've got enough money to splash out on a huge capacity SSD and not worry about its shorter lifespan, it's worth considering a combination of the two: an SSD for Windows and your installed programs; and a hard drive for storing your personal data, such as documents, photos, videos, music and downloads.

A 120GB SSD might just suffice but a 240GB or 480GB model, which will set you back around £60 or £115 respectively, is a safer bet. As with buying memory or USB sticks, it's worth spending a little extra to buy an SSD from a brand you trust, such as Crucial (bit.ly/crucial389) or Kingston (bit.ly/king389), so you can be sure you're getting a reliable component.

Back up your data

Before you do anything, back up all your personal data with a purpose-built program such as EaseUS Todo Backup Free (www.todo-backup.com). The beauty of this software is it can also be used to migrate Windows 10 from your existing hard drive to a new SSD.

After you've created your backup,



You can use Todo Backup Free to make a backup of your old drive and install it on the new one

you'll need to install the SSD in your PC. We show you how to do this in our Mini Workshop, below.

Copy or install Windows 10 onto the drive

Once you've fitted the new SSD into your computer, the next step is to install

Windows 10 on it. If you already had the

operating system installed on your PC, you can transfer this and any software to the SSD using a clone tool. Your drive may have come with software that does this but, if not, EaseUS Todo Backup Free is ideal for the job. This is the quickest approach and will have you up and running in no time at all, with all your existing software ready to use.

However, if you want to get Windows 10 running as fast as possible on your PC, the best



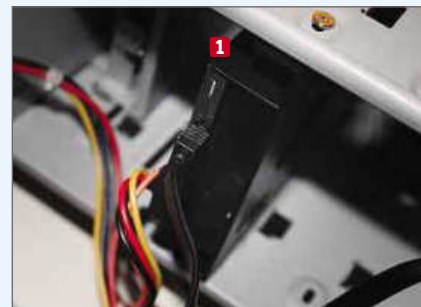
MINI WORKSHOP | Install an SSD in your PC



1 Laptop hard drives are the same size as SSDs, so you simply swap one for the other. Remove the battery from the laptop, ground yourself on a radiator or similar, and remove the back of the case. Take out the old hard drive and replace it with the new SSD, then attach the power and SATA connectors and reassemble everything.



2 To install an SSD in a desktop PC, you'll need a 2.5in to 3.5in adapter. Your new drive may come with one but, if it doesn't, you can pick one up for around £7 from the likes of Amazon. Ground yourself to disperse any static electricity, as in Step 1, then insert the SSD into the adapter and screw it in. **1**



3 Turn off and unplug your PC, then remove the case. If necessary, unscrew and remove the existing drive. Insert the adapter (with the drive in) into a spare drive bay and secure it in place. **1** Once done, attach the power and SATA cables and you're ready to install an operating system or clone a drive.

WebUser Bookstore

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THE DEFINITIVE GUIDE TO ANDROID

If you use an Android tablet or phone, our new 148-page book will tell you how to get the most out of your device. It explains everything you need to know about the latest versions of Android (Lollipop and Marshmallow), so you'll feel confident that you won't get left behind. We also reveal the best apps for everything you'll ever want to do, and expose the dodgy apps that make your device slow and drain the battery. And as hackers continue to switch from PCs to phones and tablets, we'll show you how to stay safe.

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THE DEFINITIVE GUIDE TO WINDOWS 10

This 148-page book is the only guide you need to Microsoft's fantastic new operating system. You'll learn how to master all the new tools and software, and how to upgrade without losing anything. It has been updated to include fixes for problems that have appeared since Windows 10 launched.



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THE DEFINITIVE GUIDE TO FREE SOFTWARE

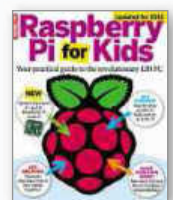
Free software can be a worry. Is it as good as a paid-for package? Will it sneak junk on to your PC? Does it nag you to update to a premium version? In our new 148-page book *The Definitive Guide to Free Software*, we recommend only the best free programs that deliver high-quality features and no nasty surprises.



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RASPBERRY PI FOR KIDS

The Raspberry Pi is the incredible £20 British computer that's taking the world by storm. It's ideal for children of all ages to experiment with, play games and learn valuable skills. We've updated this 148-page book for 2015 to include instructions on mastering the new Pi models (A+ and B+).

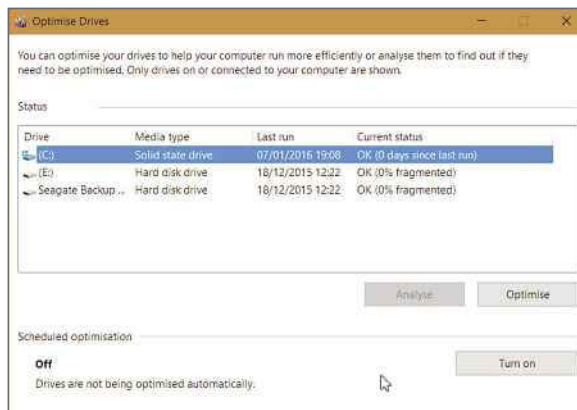


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option is to perform a fresh install. This ensures that no errors or junk files make their way on to your new drive, taking up unnecessary space (which is an important factor considering the reduced size of the SSD) or causing problems down the line. Bear in mind, though, that carrying out a fresh install is also more time-consuming, because you'll need to install all your programs and configure them from scratch. That said, it's important to remember that installing anything on an SSD, including a new operating system, will take much less time than installing it on a slower mechanical hard drive.

To perform a clean install of Windows 10 on an SSD, you will either need a Windows 10 licence (which you have to pay for) or you'll need to have previously upgraded Windows on your old hard drive. For ease, it's probably simplest to install a copy of Windows 7 or 8.1 on your SSD and then upgrade it to Windows 10 through the Get Windows 10 Now app, which should appear in your taskbar's notification area. We show you how to clean up your SSD after the upgrade in our Mini Workshop, below. Alternatively, use the Media Creation Tool program from Microsoft at bit.ly/mct389 to achieve a clean install.



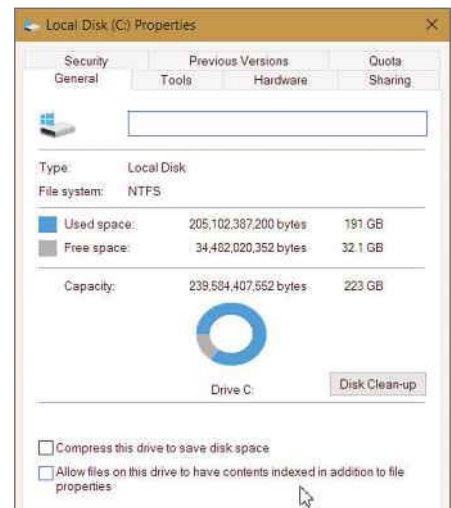
You shouldn't defrag an SSD but you can optimise it to make sure it's using Windows' special SSD tools

Look after your SSD

Unlike mechanical hard drives, SSDs don't need to be defragmented. In fact, defragging an SSD regularly can significantly shorten its lifespan.

Windows 10 automatically recognises when it's installed on an SSD and can perform an optimisation known as TRIM. This tells the SSD which blocks of data are no longer considered to be in use so they can be wiped. Click Start and type defrag, then launch the Defrag function. Your system drive should be listed as a Solid State Drive under Media Type. Select it and click the Optimise button.

Personally, we don't think Windows needs to index your SSD's contents, as it does little more than contribute to wear and tear. To turn off this feature, press Win+R and type `services.msc` into the Run box. Press the Enter key. In the



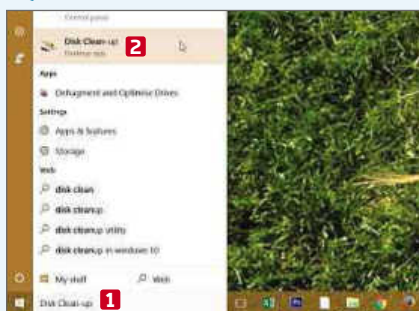
SSDs are fast enough and won't get much of a speed boost from being indexed

Services window, scroll down to Windows Search, then right-click it and select Properties. Change the Startup type to Disabled and click OK. Close the window, and open File Explorer, then right-click your SSD and select Properties, making sure 'Allow files on this drive to have contents indexed in addition to file properties' is unticked. Click OK.

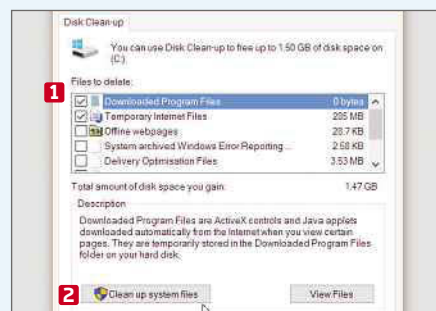
Windows 10 is automatically optimised for SSDs but if you want to check this on your PC, right-click the Start button and click Command Prompt (Admin). In the window that opens, type `Winsat formal -v` (note that's 'formal', not 'format'). This will test your PC and make any changes required to ensure Windows works as intended with your SSD. ■



MINI WORKSHOP | Clean up your SSD after a Windows 10 upgrade



1 When you upgrade to Windows 10, a lot of temp files get left behind. This is to allow you to roll everything back to the previous OS if it turns out that you don't like it. However, this just wastes space on an SSD. To remove these leftovers, click Start and type Disk Cleanup. **1** Launch the application. **2**



2 Select the drive you want to clean up (this will be the SSD with Windows on, probably C:) and click OK. The tool will calculate how much space can be saved and then present you with a list of items that can be cleaned. **1** Ignore this and instead click the 'Clean up system files' button. **2**



3 Select your SSD again, and the tool will repeat the process, but this time a new option is displayed - 'Previous Windows installation(s)'. Tick this box **1** and the box for 'Temporary Windows installation files', **2** then click OK to remove those files and regain your missing hard-drive space.

NEXT ISSUE

How To... Use Android to revive an old PC

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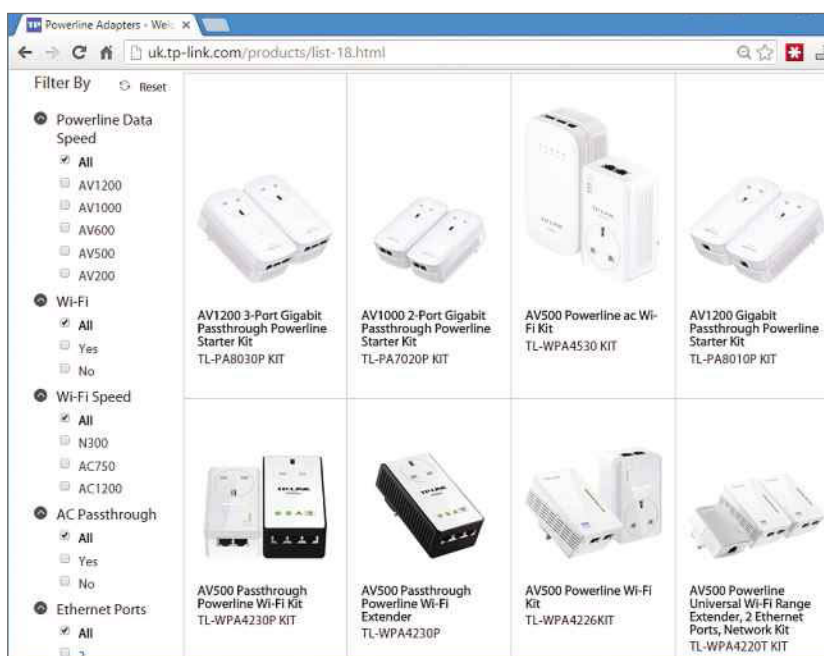
Web User's Top Tips

If you're having Wi-Fi problems, HomePlugs offer fast powerline networking. Our experts share their best tips

TOP TIPS FOR HOMEPLUGS

Don't mix different types of HomePlug

HomePlug is a general term used to describe powerline adapters that plug into a mains power socket to provide networking facilities around your home. Plug one into one room and another elsewhere in your home, and they'll use your property's electrical wiring to create a network between the two. There are several manufacturers of HomePlug powerline adapters that offer different networking standards and ways of operating. To avoid compatibility problems with the devices (and there are some potential traps to watch out for), it's best to stick to one manufacturer and, even, one particular model. You may find that different models work together, particularly those that claim to operate at the same speed, but there are no guarantees and manufacturers are unlikely to offer support for mixed products from different manufacturers. Starter kits contain a pair of devices and you should add more of the same if you need them.



Not all HomePlugs are compatible with one other; it's easiest to stick to one model

HomePlug vs Wi-Fi

Even if you have a good Wi-Fi signal around your home, your Wi-Fi may not be making the most of your broadband bandwidth, particularly if you have fibre broadband. The internet speed you get on your devices is only as fast as the slowest link in the chain, which may be the wireless connection between your computer and your router.

One way to improve the speed is to connect your computer to your router with a network cable. All routers and

most computers have one or more Ethernet sockets and, if you connect the two, you don't need to use Wi-Fi. An Ethernet connection is always faster and doesn't suffer from poor signals and interference.

If your computer and router are in different rooms, you will have to trail a long Ethernet cable around your house to link the two. However, you can avoid this by extending your wired network using HomePlug powerline adapters. Setting up a HomePlug network is very straightforward: you just plug an adapter into the mains socket next to the router, then use a cable to connect the Ethernet sockets on the HomePlug

and the router. You then plug a second HomePlug adapter into any power socket in the room where you use your computer, and connect that



HomePlugs are very easy to set up - just plug them into the wall and connect them via Ethernet to your devices

If you see words that look like they've been typed in a typewriter, follow the instructions and type them exactly as they appear, paying close attention to spaces and punctuation.



HomePlug to your computer using an Ethernet cable. You'll now have a wired network connection to the internet that's much faster and more reliable than Wi-Fi.

Pick a standard

There are different HomePlug powerline standards available – for example, HomePlug 1.0, HomePlug AV and HomePlug AV2 – but as long as you choose adapters that use the same standard, you shouldn't have any problems. You can use different types of adapters in your home, but they may not communicate with each other. However, all devices with the HomePlug Certification Logo should work with each other.

Plugs and sockets

You probably have a multiblock power strip extension lead to plug in all your devices, such as the computer, TV, phone charger, printer, router and so on. Don't plug the HomePlug adapter into the extension: plug it into the wall socket and then plug the power strip into the socket on the adapter, if it has one. Although a powerline adapter may work when plugged into a power strip, it will work better if it is plugged into the wall.

Extend your home Wi-Fi

If there are rooms in your home that have a poor or nonexistent Wi-Fi signal, HomePlug Wi-Fi adapters can be used to extend the network. Plug the HomePlug adapter into a mains power socket next to the router and connect the two devices with a network cable. You can now add a HomePlug adapter that includes Wi-Fi into a wall socket in any room, anywhere in the house, to get Wi-Fi in that room.

Starter kits usually come with two devices and you can add more Wi-Fi extenders in other rooms as necessary. To add a HomePlug adapter to your Wi-Fi network, just press its Wi-Fi clone button (different manufacturers may give this another name on their devices), and the WPS button on the wireless router. HomePlugs are paired in the usual way by pressing the button on both devices. Your home Wi-Fi network will be made available wherever you placed your HomePlug adapter.

Improve the speed

Powerline adapters are generally fast, and some are very fast. If the speed seems too slow, try a different power socket in the room. Low speeds are often caused by electrical interference and a different socket might work better.

TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Customise the QoS Setting

QoS (quality of service) is a feature that's designed to prevent problems if you have a lot of activity on your network. When several applications on a computer – or several devices on a network – all use the internet at the same time, they compete for the bandwidth. QoS maintains a minimum level of network bandwidth and stops one application or computer taking precedence and leaving the others struggling.

Your HomePlug adapter may have a tool that lets your computer choose which type of network activity to prioritise. For example, if you use TP-Link HomePlugs, go to bit.ly/tool389, click the relevant model of HomePlug adapter, then click Support, Utility, and download the software. Use a network cable to connect your computer to your HomePlug and launch the software. Select the Advanced tab and select Simple Application Mapping.

You can choose to prioritise general internet usage, online gaming, audio, video or VoIP (such as Skype). If, for example, you select the gaming option, your playing won't slow down if someone else on your network starts watching a video or browsing the web.

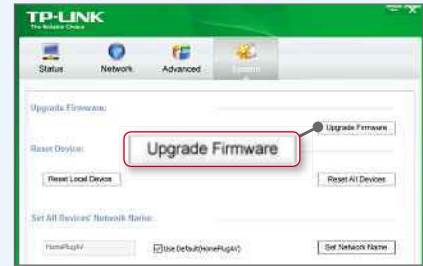


You can prioritise specific types of network traffic

Update the firmware

Firmware is software that's built into the HomePlug and makes it work. If your powerline network is operating well, then it's best to leave this alone. But if you're having problems, then updating the firmware might help.

Software that comes with the HomePlug adapters can be used to update the firmware. You can also download the new firmware from the manufacturer's website. This will usually consist of one or sometimes two files. Run the HomePlug utility



HomePlug firmware can be upgraded with the manufacturer's utility

and find the firmware-update tool. With TP-Link, for example, you select the System tab, click Upgrade Firmware and select the two files downloaded from the TP-Link website.

To update a HomePlug's firmware, you have to use a computer that's directly plugged into it using an Ethernet cable. You should update all your HomePlug adapters so they are all running the same version of the firmware.

Reset to factory defaults

If you're having problems with your HomePlug network that you can't fix, or if you want to give or sell the adapters to someone else, they can be reset to the factory default settings. It depends on the adapter, but with TP-Link, for example, you press and hold the button for 15 seconds to reset it. An adapter can also be reset by connecting it to a PC via a network cable and running the TP-Link utility. Select the System tab and click Reset Local Device or Reset All Devices, as required.

Many Netgear adapters have a Factory Reset button. There may be a little hole that you poke the tip of a pen into, which presses down on the Reset button. Press and hold it for one second.

Link your HomePlugs

HomePlug powerline adapters may work straight out of the box but you can link them to create a network that is password protected. To get them working together, press the button on one; you then have about a minute to press the button on the other.

This can often be set up using a computer, too. Use the manufacturer's utility to configure each adapter with the same network name and password. Connect them one by one to the computer with an Ethernet cable and use the Status tab.

Ask the Expert

Roland Waddilove, computer programmer and PC journalist since 1981, answers all your technical questions. Email us for help at webuser@dennis.co.uk



HARDWARE

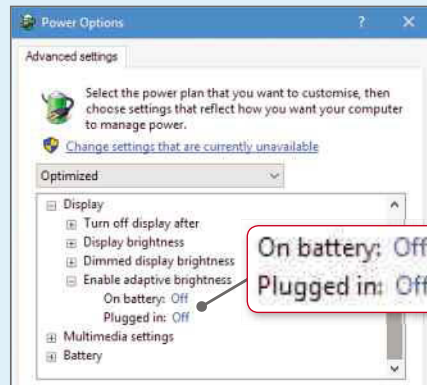
Stop your laptop's backlight turning off

Q The screen's backlight on my Toshiba laptop keeps switching off. I've had both the screen and the backlight replaced, the connectors resoldered and the display wires replaced, but it still keeps happening. I know it's not the graphics hardware because when I hook the laptop up to an external screen, the image works fine, so what's wrong?

Jack, via email

A You seem to have tackled all the likely hardware, but it may be worth checking the 'automatic brightness'. Some laptops have a sensor that measures the light in the room to brighten the screen when it's in sunlight and dim it when light is low, and this sensor could be faulty.

Some laptops also adjust the screen's brightness depending on



If you find automatic brightness settings irritating, turn them off

whether they are running on mains power or battery. Open the Control Panel and click Power Options. Select the Maximum Performance power plan (click 'Show additional plans' if it is not visible), and click 'Change plan settings'. Click 'Change advanced power settings', expand Display, expand 'Enable adaptive brightness' and set both the battery and plugged-in settings to Off.

depends on whether you have a hosting deal that includes this option. Log into your web-hosting account's control panel and see if you are subscribed to any backup services. If you are, then you can use them; if not, the site is probably lost.

Websites crash and are occasionally hacked so it's always worth making sure you have a backup and that you know how to restore it.

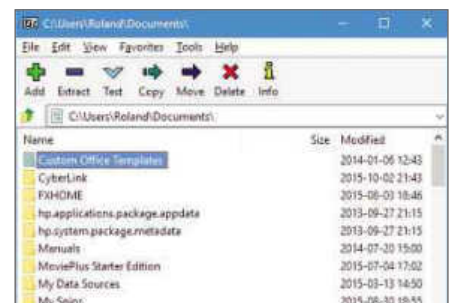
GENERAL PC

Decompress 7z files

Q I downloaded the Windows Update Mini Tool, as referred to in an article on page 54 of Issue 387 (bit.ly/webuser387), but hit a problem. How do you open and install a 7z file? I'm asked by Windows which app I want to use and it suggests Edge, but this just brings up a blank white page and nothing happens. Any info on this would be helpful as there are those of us who have never heard of 7z files.

David Eaglesham, via email

A 7z is an alternative to Zip, but the compression is slightly better, which results in smaller files. Install 7-Zip (7-zip.org) to open 7z archives.



7-Zip supports a wide range of compressed file types, including 7z

WEB BUILDING

FrontPage and Windows 10

Q For the last 12 years, I've used Microsoft FrontPage to build my own not-for-profit website on my Windows Vista PC. I need to upgrade my computer, but FrontPage may or may not run on Windows 8.1 or 10, according to user groups I've looked at on the web.

DEVELOPMENT

Restore a lost WordPress site

Q I had a good WordPress website on Fasthosts (www.fasthosts.co.uk), that was getting over 1 million hits a year. I had paid for lots of plugins and had Twitter apps to re-post my posts as tweets. WordPress would not update on my Dashboard so, like an idiot, I went to the control panel and pressed the WordPress icon, which carried out a new install and created a new database. Now I have lost over two years work and many of the plugins I paid for.

Fasthosts say that they can't restore the site because they only have the new database and not the old one. Surely, this can't be difficult for them to do. I don't know how SQL stores posts within WordPress because I can't see individual files in the file manager, but I can see the backed-up plugins and themes. Am I fighting a lost cause?

Adrian Bonnington, via email

A Whether you can recover anything from your website depends on whether you have backups. Without them, there isn't much hope. There are two components to a WordPress website: the WordPress files themselves, such as the templates, plugins, php files, images, buttons and so on; and the database, which contains all the content for the site.

You can restore your old website if you have a backup of both the files and the database, but not if one or both are missing. Backup services are usually provided by web hosts but they can sometimes be classed as optional extras requiring payment, and may only work with the site itself, not with the associated database. There are plugins for WordPress that will back up the database for you on a schedule.

According to Fasthosts, cloud servers are backed up every day and a site can be restored for £60. However, it



I am often away from an internet connection when working on my website. FrontPage has been invaluable in this respect, because I can spend as long as I want changing the pages offline and then upload when I am connected again. Most new template-based software needs you to be online all the time.

How do I get a definitive answer about continuing with FrontPage when I change to Windows 10? There is so much content on my site that it's going to be a major job to change to a different program. What modern, idiot-proof web-design programs are there that will let me work on my website offline? I believe Serif may be one. Are there any others that run on Windows 10?

Mrs Jenny Finch, via email

A According to users, FrontPage will run on Windows 10 but some of its functions cause it to crash. If you want to continue to use this program, stick with Vista and don't upgrade your PC.

FrontPage was discontinued years ago and sooner or later you'll have to switch to an alternative site editor. It will be less work if you do it now, because your site will only get bigger and more complicated in the future.

Two good programs worth considering are Xara Web Designer (from £34.99, www.xara.com) and Serif WebPlus (£84.99, www.serif.com). They came first and second respectively in our Group Test of web-design software in Issue 385 (bit.ly/webuser385).

For a free alternative, try Mobirise (mobirise.com) or TOWeb (www.lauyan.com). These are modern programs that use the latest web-design techniques, so there may be some work involved in getting your site working in them. Try them all to see which one copes best with your site's files.

GENERAL PC

Back up recovery partitions

Q I have just bought an HP laptop. I downloaded AOMEI Backupper Standard (bit.ly/back389), as recommended in Issue 386 (bit.ly/webuser386). How do I go about backing up the hard drive while keeping the recovery partition, in case I should ever get a system failure?

Daniel Pulley, via email

A Backupper can perform several types of backup and what you want is the Disk Backup. This copies all the partitions on a hard drive, whereas the System Backup, which is one of the



A Disk Backup is the most comprehensive and copies everything, not just Windows

other options, only backs up the C: drive that contains Windows. The backup must be saved to an external USB drive.

After creating a Disk Backup, go to the Utilities section and select Create Bootable Disc. There are options to burn a CD or use a USB flash memory drive. Whichever one you choose, it can be used to start your PC if Windows fails completely, and allows you to restore the disk image saved to the USB drive.

That's a worst-case scenario. If you only lose a file or folder and want to recover it, you can run Backupper in Windows, explore the backup and restore individual files and folders.

GENERAL PC

Fix failing Windows 10 installation

Q I am running Windows 8 and I keep getting a message to upgrade to

HARDWARE

Restore missing Bluetooth

Q I have an HP G6-2244SA laptop running Windows 10. Since upgrading, I no longer have Bluetooth installed. It is not even in the settings. What do I have to do to install it?

Martin Burchell, via email

A Software for your laptop can be downloaded from bit.ly/hp389. Click 'Software and Drivers', then Go. However, HP does not provide anything for Windows 10 and recommends Windows Update instead. To find a Bluetooth driver, you have to select Windows 8 in the Driver-Network download section, but you should only download and install the Windows 8 driver as a last resort.

The best way to get Bluetooth working is to uninstall it, then reinstall it. Click inside the taskbar search box

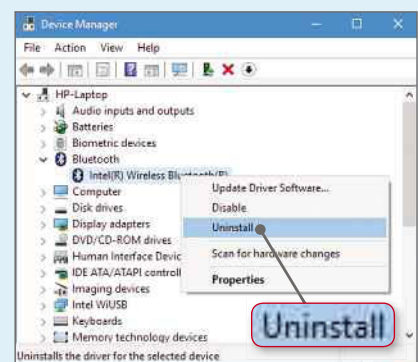
Windows 10, but when I try to do this I get the message "Error code 0x800704DD-0x900016". Is it because my son installed VMware? How can I get Windows 10 to install?

Alf Robinson, via email

A It is unlikely to be VMware that's causing the problem and there are several tasks you need to perform in order to prepare Windows 8 for the upgrade. Just work through them and you should be fine. Open Explorer, go to This PC or Computer, right-click the hard drive and select Properties. Select the Tools tab and click the Check button in the 'Error checking' section. Scan the drive for errors.

Get the Windows Update Troubleshooter (bit.ly/reset389) and run it from the Downloads folder. Press Windows+S to open the search panel and type **command prompt**. Right-click it in the search results and select 'Run as administrator'. Type **sfc /scannow** and press Enter to check Windows files.

Type **dism.exe /Online /Cleanup-image /Restorehealth** and press Enter to check Windows files on the hard drive against the versions that Microsoft has online. Uninstall any security software (this isn't strictly necessary but is a good idea). You can now try upgrading to Windows 10 again. Hopefully, it will work this time.



Hardware problems may be solved by uninstalling in Device Manager

and type **device manager**, then click the result to open the tool in the Control Panel. Expand the Bluetooth section, then right-click the Bluetooth device. There are two options to try: Update Driver Software and Uninstall. Uninstall removes the device and software and, when Windows is restarted, the hardware is detected as if it were a new device, automatically installing the software.



This fortnight Roland has been extending the reach of his network with HomePlugs – see our tips on page 64

Your Top Tips

Our pick of the best advice from our readers. To get help or offer it to others, visit forum.webuser.co.uk



TOP TIP

GENERAL PC

Save CD software as a virtual drive

I have some old clipart CDs that I bought more than 10 years ago, which I still use. To save having to constantly swap discs – and because I was worried they might stop working because of all the scratches on them – I transferred the files to my computer and saved them to the PC's hard drive as ISO images. Now I can access my clipart CDs just by double-clicking these files. This mounts them as a virtual drive and saves me the bother of having to find where I've put the CDs and load them in the drive.



InfraRecorder can burn CDs or save discs as ISO files, for free

I used a free tool called InfraRecorder (infrarecorder.org) to copy the CDs to the hard drive and save them as ISO files.

Frank Rutter, via email

Mug winner

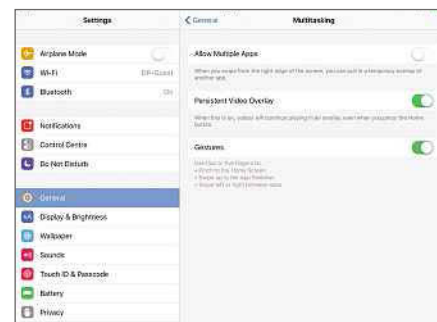


IOS

Turn off the iOS 9 slide bar

I don't like the new Slide Over multi-tasking feature in iOS 9. It's designed to let you use other apps on the side of your screen without having to close the app that's currently open, but I've yet to use it for that purpose. I keep activating it by accident when performing swipes, such as when browsing through photos. Fortunately, you can disable it. To do so, open Settings, select General, choose Multitasking and turn off Allow Multiple Apps.

Andrea, via email



Turn Slide Over off using the Multitasking menu in Settings

INTERNET

Connect to difficult hotspots

If you are out and about with a laptop, phone or tablet, and need internet access, you can often find a Wi-Fi hotspot. Sometimes, however, you need to open a web browser to launch the Wi-Fi hotspot's login page. You may not be able to do this if your browser's homepage is set to a website that uses HTTPS. This is because HTTPS sites are designed to be harder to hijack, so your browser may not let you switch to a less secure web page. For example, Google uses HTTPS, so if Google is your homepage, you may not be able to access the hotspot's login page.

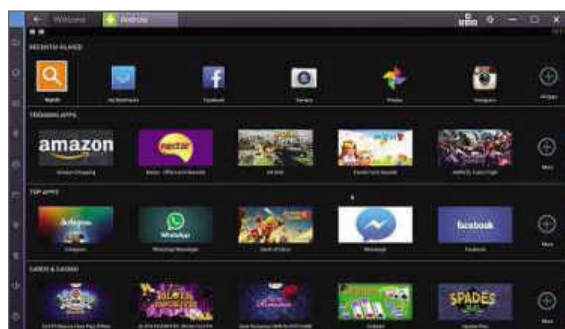
I've often had this problem when Google is set as my homepage. To get

SOFTWARE

Cast TV apps from your PC

Thanks to Web User's suggestion to use the BlueStacks App Player (www.bluestacks.com) in Issue 387 (bit.ly/webuser387), I have been able to free up valuable space on my Android handset. This is because, after downloading BlueStacks, I have been able to install all the apps I normally use with Chromecast (such as Now TV, BBC iPlayer and All4) on my PC and remove them from my Android phone. If, like me, you use a PC rather than a tablet, this is a fantastic way to cast your favourite TV shows without having to use up space on your Android devices.

Martin Phillp, via email



BlueStacks lets you run Android apps on your PC

HARDWARE

Use Windows on a Mac

I needed a new computer and, after much thought, I decided to switch to an Apple Mac. I had heard they were good and, having bought one, I certainly find this to be true. One reason for switching is that you can run Windows on a Mac, but you can't run the Mac's operating system (OS X) on Windows. I now have a computer that can run both Windows 10 and OS X, so I have a wider choice of software.

For anyone else thinking of getting a Mac, you can download a copy of Windows 10 from the Microsoft website and buy a licence-key code.

You then run the Boot Camp Assistant app in the Mac's Utilities folder. This is used to copy Windows to a USB memory stick, which is then used to boot the Mac and install Windows in a separate partition on the drive.

Once installed, you can choose to start the computer with either Windows 10 or OS X. I may now have a Mac, but I'm still a Windows user.

T Hill, via email



to the hotspot's login page, you might need to set an http site, such as www.bing.com, as your homepage.

You can see if your browser is using an HTTPS site by clicking or tapping in the address box. Using an unsecured site as your homepage should let the hotspot's login page take over your browser.

Simon Thornton, via email

BROWSERS

Remove clutter from Facebook

If you use Facebook but don't like its cluttered appearance, try installing a Chrome add-on called Facebook Flat (bit.ly/flat389). This not only makes pages load faster, but also makes Facebook appear tidier and less cluttered. All in all, I've found the experience of using Facebook much more pleasurable since discovering this useful add-on.

kingfisher171, Web User Forums



Facebook Flat redesigns the appearance of the social network in Google Chrome

SOFTWARE

Download YouTube videos

Most of us want to download videos from time to time, often from YouTube. The best software I've found for this purpose is 4K Video Downloader (bit.ly/4kvideo389), which is free from bundled junkware.

To download a video from a site that isn't supported by 4K Video Downloader, I often use KeepVid (www.Keepvid.com): just paste the video's URL into the homepage. It supports 30 sites and has a good rating from WOT (www.mywot.com). However, I'd always recommend scanning any downloads with anti-virus software, just to be safe.

If you use Firefox or Pale Moon, there's a useful add-on called NetVideoHunter (bit.ly/netvideohunter389), which worked very well when I tried it with Vimeo. Unfortunately, there doesn't seem to be a Chrome equivalent.

Madeline, Web User Forums

SHOPPING

Avoid fake items on Amazon

I recently bought a second charger for my Samsung S6 smartphone (to use at



Use the Seller filter if you only want products sold directly by Amazon.co.uk

work) from Amazon.co.uk and, although it claimed to be genuine, upon close inspection it wasn't the same as the original, so I returned it for a refund. The product was sold by a third-party seller but fulfilled by Amazon, so I took this as an endorsement of sorts, but I certainly won't be making the same mistake again.

When buying electronic items, there are often scores of similar listings, which makes it very difficult to know what is genuine and what is not. Following my bad experience, I now only look at and buy items that are sold directly by Amazon.co.uk, even if they cost more.

There's an easy way to filter your search results so that only these products appear. After entering your search term, scroll down the page until you see the Seller heading in the left-hand sidebar (you might need to select a product sub-category before this option appears). If Amazon.co.uk isn't shown, select 'See more' and choose it from the complete list. Higher up the page, you'll also see an option that lets you filter the results by brand. In my case, this would mean selecting 'Samsung' to filter all third-party accessories.

Ed Wright, via email

ANDROID

Stop WhatsApp auto-saving images to gallery

I love WhatsApp, but I don't like the way it saves every image I receive to my phone's Gallery. Telegram (bit.ly/telegram389) does not do this but instead gives you the option to choose which images are saved to your Gallery. Thankfully, there's an easy way to fix this. Using a file manager, move a text file to the WhatsApp Images folder (found at /WhatsApp/Media/WhatsApp Images) and simply name it as .nomedia. Next, restart your phone and the WhatsApp Images folder will be hidden from Gallery. Bear in mind that doing this means you'll need to use a file manager to see and manage any of your received images outside of WhatsApp. If you change your

mind and want the files to be shown again, simply delete the .nomedia file.

Tony Thomas, via email

SMARTPHONES

Stop unwanted iPhone interruptions

Issue 387 of Web User (bit.ly/webuser387) features an article about stopping your phone pestering you, but you missed out an option for iPhone. The little crescent-moon button that appears when you swipe up from the bottom of the screen turns off all sounds and notifications.

It's called Do Not Disturb and it does just that.

As well as activating it manually, you can set it to come on at scheduled times, so that your phone doesn't disturb you when you're sleeping, for example. To do this, open Settings, select Do Not Disturb and tap the switch next to Scheduled. The time period from 22:00 to 7:00 is selected by default, but you can change these hours to anything of your choice. Below this, there's an option that stops repeated calls from the same person from being silenced, and you can also allow calls from Favourites or other groups.

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Use Do Not Disturb to stop your phone making noises at night



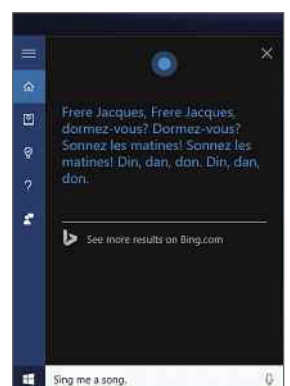
Si Mellor, via Facebook

GENERAL PC

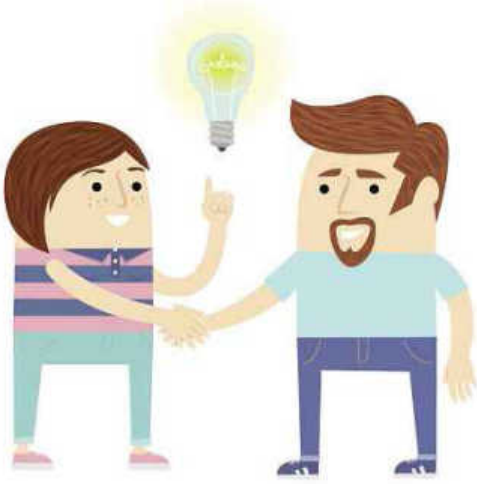
Make Cortana sing

Did you know that Cortana can sing? In Windows 10, click the microphone button in the taskbar to open Cortana and say "Sing me a song." Another fun trick is to ask Cortana, "Who is your father?".

Sarah Leech, via email



One of Cortana's Easter eggs is its ability to sing you a song



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WINDOWS 10

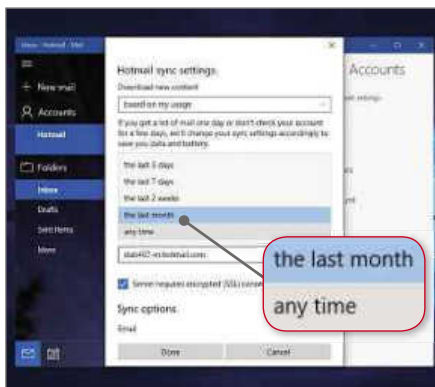
Why have emails disappeared from the Mail app?

Q I've lost a load of emails in the Windows 10 Mail app, even though I'm sure I didn't delete them. In fact, it seems that only emails from the last month have remained in my inbox. Does this mean that Windows gets rid of emails that are more than a month old?

awam7, Web User Forums

A There's an option to download emails from 'any time' instead of just 'last month', so check that your settings are correct. First, open the Mail app, click the Settings button at the bottom of the left pane, then select Manage Accounts. Next, click the account you want to edit and select 'Change mailbox sync settings'. Here, you can choose not only how often to download new content but also how far back to download emails that are saved on the server. Once you're happy, click Done, then select Save to apply your changes.

TheTechGuy, Web User Forums



Make sure you set Windows Mail to download emails from 'any time'

GENERAL PC

Can I install Windows 7 using another PC's disc?

Q I want to reinstall Windows 7 on my Dell Inspiron N5050 laptop. I have the Windows licence for it, but the only Windows 7 disc I have is for another PC.

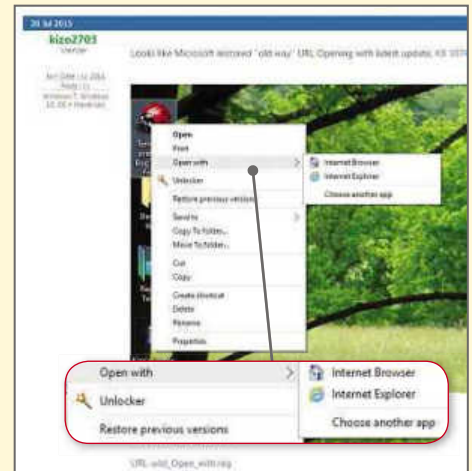
WINDOWS 10

Why has the 'Open with' option disappeared?

Q The option to 'Open with' has disappeared from some of my context menus in Windows 10 since the latest round of updates. Before the changes, I was able to choose the browser that I wanted to open a web page file with, but this option has disappeared. Can anyone tell me how to restore it?

mal23, Web User Forums

A It's still there but, unfortunately, it only appears when Windows thinks you might need it. For instance, when you right-click a JPEG file, it'll still let you choose which application you want to open it with. For web pages you've saved, you can now only open the file with your default browser. To change this, try installing the appropriate Registry file listed in



Restore the 'Open with' option by installing the appropriate REG file from Ten Forums

'post 1' of the Ten Forums website thread at bit.ly/openwith389. Make sure you've backed up your Registry (just in case), then download and double-click the REG file. Restart your PC for the change to take effect. This restored the 'Open with' option for me.

calimanco and Moonshine, Web User Forums

Will there be any problem using that disc to reinstall Windows 7? Also, do I have to worry about missing drivers?

Peru, Web User Forums

A I don't think the key on the PC sticker will work with another PC's disc, so a phone call to Microsoft will probably be necessary to activate your Windows copy. In my experience, the installation won't be a problem, but you may not be able to activate it.

Before you reinstall Windows 7, use ProduKey from Nirsoft (www.nirsoft.net) to retrieve the stored product key, because it could be different to the one on the sticker. Use this stored product key when you install.

As for drivers, you might be lucky and have the correct ones on the disc, but I would go to the Dell website and download them from there first. You can get the correct ones by entering your Dell service tag number.

Alternatively, go to:

C:\Windows\System32

Back up the three driver folders onto a removable drive, then copy them back in after the clean installation.

Cantrel and TheTechGuy, Web User Forums



ProduKey lets you retrieve the license codes for software you have installed on your PC

Star Email

Mug
winner



Windows XP works perfectly for me

In reply to Chris Dodd asking why people are still using Windows XP (bit.ly/webuser387), I would like to give my reasons.

I have a 12-year old car that does everything I want: it's comfortable, it's easy to drive, it's cheap to run and it's superbly reliable. I have absolutely no reason to change it. Windows XP is the equivalent in computer terms. It runs Adobe Photoshop and Acrobat – two programs that are essential for me. Because they are installed on my computer, I don't have to pay a monthly fee to use them, and they work well without any problems. I have everything backed up on a removable hard drive in case my PC gets hacked.

To me, a computer is just a tool, like an electric drill or a screwdriver.

I wouldn't dream of replacing these just because the makers had brought out a shiny, brand new one with slightly different handles (even if they threatened to stop making handles for my old ones).

There are many computer users who require systems that have great longevity, such as business accounts, government departments and doctors' surgeries, because their records have to span many years, and the operating system needs to be consistent and reliable. It is currently a very unsatisfactory state of affairs that Microsoft can refuse to support the operating system that these long-term records have been built on, and that it insists on users upgrading to a new system, at great inconvenience, not because it is any better, but purely



because it generates profits for Microsoft.

I wonder if Mr Dodd actually does anything useful with his computer. Perhaps if he did, he wouldn't be so hasty to slag off people who just want something that works well and can operate reliably for a very long time.

David Danson, via email

Why I'm still happy to use Windows XP

I am writing in response to Chris Dodd's observations in Issue 387 about people who still use Windows XP. Perhaps he should get some facts before making negative comments. Incidentally, I just bought a new copy of XP Professional the day before reading his comments. Let me present some facts as to why people still use XP, the first of which explains why I bought my copy.

- Some classic games will only work on XP, and those of us who like the nostalgia of playing old games have to continue to use it.
- Some old software and hardware never received upgrades for Vista onwards, and those of us that still hold a true heart to that software and hardware won't want to leave it behind just yet.
- Some people still feel XP is superior to Windows 8 and 10. They have become accustomed to it and feel that if it's not broken, why try to change it?

Perhaps Chris Dodd should respect and understand why some people have a practical need for old software, and nostalgic feelings toward it, instead of blasting out a bunch of boo-hoo!

Jay Sears, via email

Sticking with XP is far from stupid

In reply to Chris Dodd, I object to the view that people still using Windows XP are "stupid". In fact, one could level the same accusation at people who blindly follow fashion and always upgrade to the latest version of Windows in the presumption that it will be an improvement on what went before.

XP is stable, familiar, does everything I need and, after 15 years, has had pretty

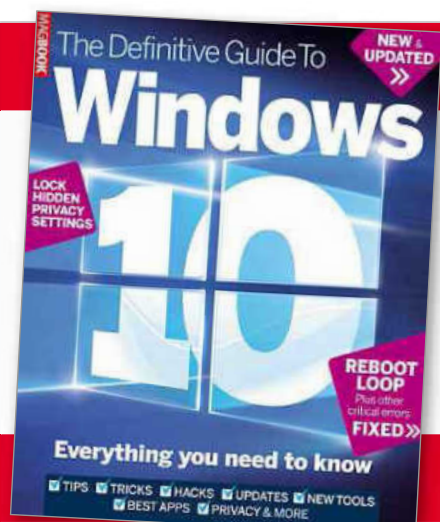
much all its security flaws found and fixed. Conversely, later versions of Windows require ever more powerful hardware to produce the same effect, are more intrusive and introduce features that seem to benefit Microsoft rather than its customers.

Microsoft obviously needs to keep its development team in work so, once they've completed one version of Windows, they're made to start on the next. But I don't see why I should be

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obliged to upgrade to the new version if the one I already own continues to do the job.

Dave Marriott, via email

BT's website is using up my bandwidth

If readers on BT Broadband who have a capped monthly allowance of 10GB are wondering how a large chunk of this allowance is being swallowed up each month, the answer is: surprise, surprise... BT!

Since the beginning of December 2015, I noticed that my monthly allowance was disappearing at an alarming rate. Between January and November 2015 I used, on average, 5GB a month of my 10GB allowance. In December 2015, I was shocked to find that almost all my monthly 10GB was used up by the middle of the month, despite the fact that I had not used any more data than in earlier months.

I downloaded and installed an excellent, small program called Networx (bit.ly/networx389) to find out where my bandwidth was going and to independently check my download and upload speeds. The answer was shocking. Before logging onto the BT website to check my speeds using its own online tool, I took a reading from Networx of the bandwidth I'd used so far that day, which was 88.6MB. After logging into BT, I signed off and opened Networx once again, only to find that my bandwidth usage had increased to 154MB. This means that logging onto the BT website and checking my broadband speed had used up no less than 65.4 MB!

If readers were to visit the site several times each day, a huge chunk of their monthly bandwidth allowance would simply disappear without trace. Perhaps

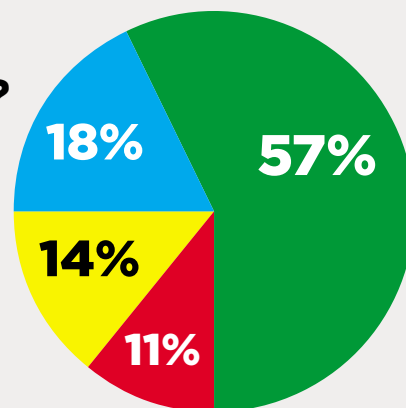


Your Shout

On Webuser.co.uk this fortnight we asked...

Do you mind if Microsoft tracks you?

- Yes, it's an invasion of privacy
- No, it creates a personalised experience
- Depends what it's tracking
- Yawn



I should add that I've been keeping a close eye on my download and upload speeds because of previous 'speed issues' with BT.

It is clear that BT has now decided that using its website should be at a cost to your monthly bandwidth allowance. This change in policy was not announced anywhere as far as I am aware. BT is one sneaky company! Caveat emptor!

Clifford Evans, via email

on our lives. We all need answers, but moaning about switching on and off devices won't provide them.

My suggestion is that the two of you go and live in caves: one with a generator, the other with nothing. Then write to let us all know how you got on. The planet will still be here when you get out!

Tracy Ansel, Facebook



Who cares if you switch it on or off?

I had to laugh after reading the letter from Mr Balkizas in Issue 386 regarding Rob Beattie's article 'Leave it on or switch it off'. He and Mr Beattie both sound like eco warriors: Mr Balkizas because he doesn't want anyone to leave anything switched on and Mr Beattie because he does! Come on guys, we're living in the real world and whatever either one of you does it'll have no effect

Don't blame all our problems on the internet

In response to the letter from Terry Bradley in Issue 387: 'Would we be better off without the internet?', many engineers who work for multinational companies use the internet for live meetings and, as a result, their products are improved. Scientific data is shared on the internet. You can use websites such as meet-ups to find people in your local community to go out and have a meal



QUIZ OF THE YEAR | Answers

Here are the answers to our quiz in Issue 387, in which we asked how well you remember 2015? Congratulations to Taylor Holloway who wins a *Web User* 2014 Back Issues CD and a *Web User* mug, and to runners-up Bradley Whittaker and Colin Wood who get *Web User* mugs.



- | | |
|----------------------------|-------------|
| 1 Microsoft's Edge browser | 10 Flash |
| 2 Superfish | 11 Alphabet |
| 3 Three | 12 Three |
| 4 All4 | |
| 5 Samsung | |
| 6 Selfie sticks | |
| 7 75 million | |
| 8 £13,500 | |
| 9 One hour | |
- LOGOS**
- | |
|--------------|
| A Meerkat |
| B Google |
| C Windows 10 |
| D Vivaldi |



with and socialise. You can update your prescriptions, or book a fitness class online without having to waste time phoning the gym. I have used the internet to join various groups including a local photography club, so I can meet people who share my interests and talk to them face to face.

Most of the problems Terry cites, such as weapon trading, gun running, counterfeit goods and child porn, are not on the legitimate internet but exist on the Dark Web. And much of it was going on before the internet, with groups such as the Mafia, the IRA and Hezbollah involved. We do need to spend more money fighting terrorism but we must also find the root cause and employ more people to police the Dark Web.

Technology may cause unemployment because robotics can now do a lot of manual work, but even forklift trucks were responsible for destroying some jobs. And new technology will create more areas for work in the future, especially in the fields of space research, engineering materials and chemistry.

The main problem with the planet is overpopulation and the fact that we now encourage over-breeding by giving more in welfare, aid and social housing to those who take advantage.

Adrian Bonnington, Northampton

Lack of free Wi-Fi Down Under

Visitors to Melbourne should be aware that free internet is a rarity. I only found it in shopping malls, the four main rail stations, the Melbourne (Victoria State library) and the airport.

All hotels appear to charge for it. Funnily enough, once I worked out the dialling code, I could call my

wife in London via the Australian Lycamobile system, which is free to join in the UK. The other free system I used in both Melbourne and Dubai was Viber, which worked okay everywhere.

John C Kent, via email



What you say...

Twitter may expand its character limit from 140 to 10,000. Is this a good or bad idea?

Facebook is bad enough for long posts about people's lives and what they're eating today. 140 characters does at least limit the drivel.

Alan McClean

Bad idea. 140 keeps it neat and thought-provoking; 10,000 just makes it Facebook under a different name.

Emma Louise

If you want to write 10,000 words then start a blog!

Shamus Doherty

That changes the whole concept of Twitter. It will become like Tumblr.

Sam Higgins

10,000 is too much. 140 forces concise comments. Most of it is drivel anyway, but at least it's short drivel.

Peter Fitzsimmons

Do you suffer from 'Phantom Phone Vibration Syndrome' (bit.ly/phantom389)?

Not from vibrations but if I am near anyone and I hear a phone ringing, I check mine. Nine times out of 10 it isn't my phone going off.

Colin Wallace

Yeah, but ironically it's usually a few minutes before it actually goes off.

Matt McCallion

Yes, sometimes, when my phone isn't even in my pocket. But only on the side of my trousers where the phone lives. Weird!

Daddacool @daddacool

Yes. I've had it when driving my car and in a shopping centre a couple of times. A single, very faint vibration. Each time I've expected the phone to start ringing or a message to arrive, but nothing happens.

Steve Ellis @gb022621

Microsoft has ended support for old versions of Internet Explorer (bit.ly/intexp389). Do you still use it?

Never have, never will. You can't get better than Opera, unless Web User knows better.

Richard Green

No. It's awful, bloated and sluggish compared to Chrome.

Si Mellor

Abandoned it long ago for Pale Moon (www.palemoon.org) as my primary browser, followed by Firefox.

rogerman40

When Chrome seems slow, I use IE. I like having the choice.

FratPark

Not being one for change, I'm still using XP and IE, although Opera is my main browser of choice.

Egg

Are you worried about Windows 10 tracking your PC activity?

People are paranoid about this sort of thing. Most of the tracking is for technical or marketing purposes, so I don't see the problem myself.

Keith Pearson

Yep, that's why I still use Vista! Why change when it does what I need?

Roger Whitcomb @milairpix

If people are that bothered, they can install the free program O&O ShutUp10 (bit.ly/shut389). It will adjust all the settings with one click.

Geoffrey Boow

! Page 404



The days of going off the grid while you're on holiday are at an end, says **Barry Collins**

There's no rest when you're roaming

I've just returned from my regular annual pilgrimage to Las Vegas, covering the gobsmackingly enormous Consumer Electronics Show, where for the first time the constant "ding, ding, ding" of the slot machines was accompanied by the "ping, ping, ping" from my smartphone.

Normally, the first thing I do when touching down in Las Vegas is switch off my mobile data, lest I run up the kind of roaming bill that would force Bill Gates to sell a kidney. This year, however, I'm taking advantage of the free roaming offered by my mobile network, Three. The Feel At Home deal lets you use your smartphone in 18 different countries – including the US, Spain, France and Australia – as if you were still back in Blighty. Calls, texts and data are simply deducted from your regular monthly allowance, and it doesn't cost a dime extra.

This is an absolute game changer. I can ring my kids at home and not have to hurry them along when they're nattering about what they did at school today because it's costing a couple of limbs. I can fire up Google Maps satnav when I'm driving a hire car, instead of fussing with a paper roadmap. I can check my online calendar and call people when I'm inevitably running late, because the traffic in Vegas moves about as fast as St Paul's Cathedral.

And it's a game changer because Britain's other mobile networks will eventually be forced to follow Three's lead, bringing to an end 20 years of shameful consumer exploitation, with



“ I found myself stood in front of the amazing vistas of Red Rock Canyon, tapping out replies to work emails and checking football scores ”

roaming charges that bear absolutely no relation to the minuscule cost of letting you use your phone properly abroad. Vodafone still charges £3 per MB for roaming data in the US. The 200MB of data I've used in the few days

I've been here in Vegas would have cost me £600 if I was on Vodafone – more than the cost of the plane ticket to get here.

Yet, as

genuinely brilliant as Three's cost-free roaming is, part of me still pines for the old days. There was something hugely liberating about switching off that mobile data as soon as the aeroplane wheels screeched on the tarmac and not being at the beck and call of emails,

Facebook and Twitter. Family, friends and colleagues were warned in advance that I'd be going off the grid, and largely left me to get on with my trip. Instead, I found myself stood in front of the amazing vistas of Red Rock Canyon, tapping out replies to work emails and checking the football scores.

There's not even any escape in the air. The Virgin flight out here offered Wi-Fi, which sadly wasn't fast enough to stream Netflix as an alternative to the Jennifer Aniston movies on the in-flight entertainment, but perfectly sufficient for the bloke across the row from me to keep rattling out work emails for the entire duration of the 10-hour flight. They don't even demand you put your phones and iPads away for take-off and landing anymore.

Roaming might be free if you're with the right network, but you're no longer free to roam.

Illustration: Andrew Torrens

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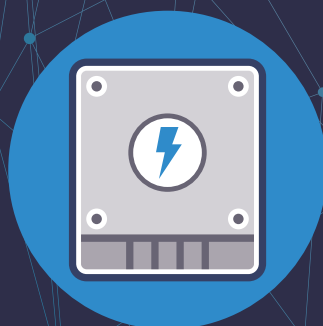


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